



## **JOB DESCRIPTION**

### **FAMILY SUPPORT PARTNER**

#### **JOB OVERVIEW**

The Family Support Partner (FSP) is a two-year full-time salary position. This position requires an individual who has lived experience with complex behavioral health issues in general and as a caregiver of a young child with behavioral health issues. The FSP adds value to the team through their ability to engage families at a level that people without this experience would not. They will help families navigate uncomfortable environments, identify and engage natural support, and assist families to build skills and increase their self-efficacy.

#### **DUTIES & RESPONSIBILITIES**

- Develop effective, trusting relationships with families using a client centered approach & best practice,
- Offer mentoring and support to families by helping them with system navigation, emotional support, and connecting them to community resources,
- Work with families on crisis intervention and problem-solving skills,
- Maintain proper records on case files and/or other activities as instructed,
- Help families achieve wellness and autonomy by advocating in partnership with them,
- Accurate tracking of all time spent with each family,
- Communicate with families to determine level of understanding of their child's diagnosis and situation, and have the ability to offer relevant information,
- Participate in regular staff meetings,
- Attend all required training to ensure individual and professional growth,
- Participate and refer families to regular support group meetings,
- Travel to families' homes in the St Louis Metropolitan Area.

#### **CORE COMPETENCIES**

- Maintain professional behavior,
- Provide quality customer service with a commitment to service excellence,
- Build collaborative relationships,
- Empower others through positive coaching,
- Be flexible in thinking when decision making/problem solving,
- Exhibit organizational skills and time management,
- Have conflict resolution abilities,
- Contribute to a positive, team-oriented work environment,
- Maintain confidentiality of families, staff, and internal business information,
- Perform required amount of work in a timely fashion with a minimum of errors,
- Proficiency with Microsoft Office products.

## QUALIFICATIONS REQUIRED

- Be driven to make a difference in the lives of children and families,
- Positive team player with strong ability to work in a fast-paced environment,
- Capable of handling multiple tasks,
- Skilled in non-violent crisis intervention and de-escalation techniques,
- Maintain well-organized records and accurate case notes with timely computer entry,
- Ability to use technology on the go including a smart cell phone, tablet, Wi-Fi,
- Must be able to maintain a professional work environment,
- Must be an effective and professional communicator,
- Excellent communication and negotiation skills,
- Ability to maintain confidentiality of very sensitive information,
- Able to maintain a flexible schedule,
- Able to travel and stay away from home overnight,
- Reliable transportation and appropriate insurance are required,
- Independent and self-motivated, able to comply with and enforce deadlines,
- Must be able to handle constructive criticism,
- Perform other duties as assigned by supervisor,
- Ability to lift 30 pounds.

## EDUCATION AND EXPERIENCE

- Successful applicants/candidates must be a primary caregiver (biological parent, kinship caregiver, foster parent, adoptive parent) of a child, youth, or young adult who has received or is receiving behavioral health services,
- The eligible candidate must have progressed far enough along in their own parenting journey that they are now capable of supporting another parent who is experiencing similar challenges connecting to available resources, navigating systems, and handling day-to-day life,
- AA degree or equivalent; bachelor's degree is preferred,
- Minimum of 2 years of training and/or experience in advocacy of related life experiences,
- Good working knowledge of the System of Care, Special Education Laws and Procedures, and knowledge of other child serving agencies.

This position is a 2-year grant funded-position. Send cover letter and resume to [vcr@visionforchildren.org](mailto:vcr@visionforchildren.org).

POSITION TITLE: Family Support Partner  
REPORTS TO: Director of Family Support Services  
WORK SCHEDULE: Full-Time  
TRAVEL: Occasionally and as Requested by Supervisor

## LEGAL STATEMENT

The above information on this description has been designed to indicate the general nature and level of work performed by employees in this position. It is not designed to contain or be interpreted as an exhaustive list of all responsibilities, duties and qualifications required of employees assigned to this job.

VCR is an Equal Opportunity Employer.