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**SFS FAMILY SUPPORT WORKER JOB DESCRIPTION**

**TITLE:** FAMILY SUPPORT WORKER

**DEPARTMENT:** Behavioral Health

**PROGRAM:** Outpatient Mental Health Clinic

**REPORTS TO:** Clinical Director/Executive Director

**HOURS PER WEEK:** 1-25+ hours per week

**HOURLY RANGE:** $15.00-25.00 per hour

**BASIC FUNCTION:** The primary duties will include interpretation of family sessions for non-Spanish speaking therapists, supporting therapists on client's individual treatment plans, translating treatment plans to parents, family advocacy and support, brief crisis intervention, quarterly survey administration and treatment of the disenfranchised population by using special knowledge of and skill in mitigating psychosocial and environmental factors contributing to immigration and or dually diagnosed individuals.  The Incumbent will be expected to work independently and make appropriate referrals to community or other professional resources as necessary. The Family Support Worker will develop comprehensive service delivery, documentation and reports tailored to the individual needs of the clients. Family Support Worker provide/make referrals to other providers for physical and medical health care, housing and shelter, public benefit eligibility, emergency financial aid referrals to appropriate agencies, aid and assist with referrals for immigration and other legal counseling. Additionally, implement statistical reports, provide case conceptualizations or presentations during biweekly FSW meetings and submits data reports weekly, monthly, quarterly or as requested. Of importance, the Family Support Worker **MUST ALWAYS** adhere to the practice standards and ethical guidelines of the Board for Social Work.

**DUTIES AND RESPONSIBILITIES:**

**TASKS:**

* Provide verbal interpretation for Non-Spanish speaking Therapists during family sessions.
* Administer Quarterly Consumer Satisfaction Surveys.
* Advocate for clients or patients in order to resolve their immediate crises.
* Collaborate with other professionals to evaluate client’s medical or physical condition and to assess client needs.
* Refer patient, client, or family to community resources to assist in recovery from medical or physical illness and to provide referrals to services such as financial assistance, legal aid, housing, job placement or education.
* Utilize consultation data and social work experience to plan and coordinate client or patient care and rehabilitation, following through to ensure service efficacy.
* Assist families in translation of their treatment plans and changes in clients' status.
* Monitor and translate client progress to Therapist according to measurable goals described in treatment and care plan.
* Identify environmental impediments to therapist, client or elaborate on patient progress.
* Utilizes community resources and support to assist client in resuming life in community or to learn to live within limits of their mental health conditions and or disability.
* Participates in biweekly/monthly planning for improving health services by interpreting social factors pertinent to development of program and client needs.
* Assesses quality improvement needs and recommends and participates in program enhancement and development, including IEP meetings.
* Implement and record demographic data in SPLASH computer program systems and provide statistical and narrative reports monthly.
* Maintains a working knowledge of relevant mental health/substance abuse issues that impact the client and their overall treatment.
* **ALWAYS** Adheres to the practice standards and ethical guidelines of Board for Social Work.
* Undertakes other duties as assigned.

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| **SKILLS:**

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| **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times. |
| **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do. |
| **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems. |
| **Reading Comprehension** — Understanding written sentences and paragraphs in work related documents. |
| **Service Orientation** — Actively looking for ways to help people. |
| **Speaking** — Talking to others to convey information effectively. |
| **Writing** — Communicating effectively in writing as appropriate for the needs of the audience. |
| **Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one. |
| **Time Management** — Managing one's own time and the time of others. |
| **Complex Problem Solving** — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions. |

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| **ABILITIES:**

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| **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences. |
| **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand in both English and Spanish languages. |
| **Speech Clarity** — The ability to speak clearly so others can understand you in both English and Spanish languages. |
| **Inductive Reasoning** — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events). |
| **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. |

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|  **Speech Recognition** — The ability to identify and understand the speech of another person. |
|  **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense. |
|  **Selective Attention** — The ability to concentrate on a task over a period of time without being distracted. |
|  **Written Expression** — The ability to communicate information and ideas in writing so others will understand. |
| **WORK ACTIVITIES:** |
| **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person in both English and Spanish languages. |
| **Establishing and Maintaining Interpersonal Relationships** — Developing constructive and cooperative working relationships with others, and maintaining them over time. |
| **Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources. |
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| **Documenting/Recording Information** — Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form ensuring client confidentiality. |
| **Making Decisions and Solving Problems** — Analyzing information and evaluating results to choose the best solution and solve problems. |
| **Resolving Conflicts and Negotiating with Others** — Handling minimal complaints. |
| **Communicating with Persons Outside Organization** — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail. |
| **Organizing, Planning, and Prioritizing Work** — Developing specific goals and plans to prioritize, organize, and accomplish your work. |
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| **QUALIFICATION CRITERIA:**You must have a High School Education or GED, and or degree in: behavioral or social science; or related disciplines appropriate to the position OR Combination of education and experience--that provided the applicant with knowledge of one or more of the behavioral or social sciences equivalent to a major in the field OR Four years of appropriate experience that demonstrated that the applicant has acquired knowledge of one or more of the behavioral or social sciences equivalent to a major in the field. After appointment, you will be subject to random testing for illegal drug use. Additionally, you will need to submit copies of your educational credentials and successfully complete a criminal background check, TB test, pre-employment medical examination before you can be appointed into this position. |
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