

FAMILY SUPPORT FACILITATOR

JOB TITLE	Family Support Facilitator
REPORTS TO (title)	Reach Out Oregon Manager
DEPARTMENT/REGION NAME	Reach Out Oregon
FTE	.50/20 hours, .75/30 hours, 1.0/40 hours
FLSA	Non-Exempt
PAY GRADE	11

OFSN is a family run organization that values those who have direct experience raising a child with significant mental, behavioral health challenges. OFSN gives preference to hiring individuals who have this direct experience.

PRIMARY PURPOSE

The Family Support Facilitator is a peer with lived experience who supports the development and implementation of a statewide warm line in the development of an initiative call Reach Out Oregon (ROO). The Family Support Facilitator must be able to identify with monolingual/bilingual Spanish speaking families, and understand Latinx community contexts. Family Support Facilitators will be working in a telecommunications platform answering calls from a Family Support Warmline. They must be comfortable talking with families via chat, phone, email, or through video conferencing software (i.e. Zoom). The Family Support Facilitator uses personal and professional life experience to be a caring contact to families while increasing awareness and maximizing parent/caregiver voice, choice and involvement in system navigation on behalf of their child/youth.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Support families in navigating systems on behalf of their child/youth.
- Provide a positive perspective, model effective communication and demonstrate a positive advocacy role.
- Operate a toll free, 1-800 warm line for families parenting a child with health or behavioral health concerns which includes answering the phone, coordinating follow up or caring contacts and tracking data.
- Maintain strict confidentiality standards according to HIPAA.
- Maintain local resource information for families to access independently.
- Have up-to-date information about services and resources in the region they are assigned.
- Consistently interacts with others in a courteous and professional manner.
- Share and use personal lived experience and professional expertise to provide support to youth and families
- Recruit volunteers in the region to provide a trained listener for families.
- Work with the Volunteer Program Manager to coordinate volunteer schedules, paperwork, and training for the region.

OTHER DUTIES AND RESPONSIBILITIES

- Maintain personal and professional boundaries.
- Participate in regular supervision with the Reach Out Oregon Manager.
- Represent core agency and program values and principles in all work settings.
- Produce and maintain accurate and timely documentation according to the assigned schedule.

- Attend staff meetings and scheduled trainings.
- Demonstrate culturally effective sensitivity and responsiveness to varying cultural characteristics and beliefs.
- Travel throughout the assigned region and may need to stay overnight occasionally.
- Support the development and connection of families to natural supports within their community.
- Other duties as assigned or needed by the organization.

QUALIFICATIONS

- Direct experience as a parent or primary caregiver who has navigated multiple child-serving agencies, including but not limited to, mental health, addiction treatment services, child welfare.
- Ability to articulate the experience and perspective of a parent/caregiver of a child with complex needs to build mutuality with families.
- Proven effective communication at multiple levels, interpersonally, oral and written in a variety of settings.
- Demonstrate excellent organizational and time management skills.
- Proven ability to work independently and part of a team.
- Proven ability and experience to work with diverse cultural, religious, racial, educational, socio-economic, gender expression and alternative cultural backgrounds.
- Have reliable transportation, valid and current automobile insurance and a good driving record.
- Must be able to lift 25 pounds
- Ability to exercise good judgment, courtesy and tact in public contact and in handling problems.
- Ability to work in various locations and schedule work in a flexible manner.
- Knowledge of family experience, family support principals, “family driven and youth guided care”.
- Must pass a criminal and abuse background check
- Comprehensive knowledge of Microsoft Office and comfort with technology.
- General knowledge of office machines and telephones
- Must be able to meet all state requirements and be registered as a Traditional Health Worker with a worker type of Family Support Specialist within 6 months of hire.

1. PHYSICAL DEMAND - Use the following to indicate the type, amount, and frequency of physical effort typically required to perform the essential functions of the job acceptably; including the work positions in which the effort is applied. Physical effort refers to manual effort and may include lifting, moving, pulling, pushing, carrying, manipulating, shoveling, etc.

A. The physical effort typically applied in this job includes (check all applicable boxes):

<input checked="" type="checkbox"/> Lifting	<input type="checkbox"/> Pulling	<input type="checkbox"/> Reaching	<input type="checkbox"/> Manipulating
<input checked="" type="checkbox"/> Carrying	<input checked="" type="checkbox"/> Pushing	<input type="checkbox"/> Shoveling	<input checked="" type="checkbox"/> Keying/typing
<input type="checkbox"/> Other (specify)			

B. Check the box that best reflects the amount of effort typically applied and the frequency of application (Note: Whereas the following chart refers to lifting, any equivalent effort may be substituted):

Amount of Effort Applied	% of Time Effort is Applied			
	Less than 15%	15% to 40%	40% to 70%	More than 70%
Less than 1lb.				x
Between 1 & 5 lbs.		x		
Between 5 & 25 lbs.	x			
Between 25 & 60 lbs.				
More than 60 lbs.				

C. The effort reflected in the above chart is typically applied in the following work positions (check those applicable):

<input checked="" type="checkbox"/>	Sitting	<input checked="" type="checkbox"/>	Standing	<input checked="" type="checkbox"/>	Walking
<input type="checkbox"/>	Stooping	<input checked="" type="checkbox"/>	Bending	<input type="checkbox"/>	Confined
<input checked="" type="checkbox"/>	Carrying				

2. **MENTAL OR VISUAL DEMAND** - Check the statement below that best describes the degree of mental and/or visual fatigue typically sustained through the application of mind and eyes in performing the job (please edit statement as needed to fit job):

<input type="checkbox"/>	Occasional mental and/or visual attention; the operation performed is either close to being automatic or the duties require attention only at long intervals.
<input type="checkbox"/>	Frequent mental and/or visual attention; the flow of work is either intermittent or the operation involves waiting for a machine or process to complete a cycle with intermittent checking or inspection involved.
<input checked="" type="checkbox"/>	Continuous mental and/or visual attention; the work is either repetitive or diversified requiring constant alertness to monitor the production process and/or identify defects.
<input type="checkbox"/>	Concentrated mental and/or visual attention; the work involves performing complex tasks to very close accuracy and quality specifications; or a high degree of hand and eye coordination for sustained periods.
<input type="checkbox"/>	Intense and/or exacting mental and/or visual attention; the work involves visualizing, planning, laying out, or otherwise performing very involved and complex work.

3. **WORKING CONDITIONS** - Use the following to indicate the presence, relative amount of, and continuity of exposure to disagreeable elements typically found in the physical work surroundings.

A. Identify the kinds of disagreeable elements incumbent would typically be exposed to in the work area (check all applicable boxes):

<input type="checkbox"/>	Dust	<input type="checkbox"/>	Dirt	<input type="checkbox"/>	Heat	<input type="checkbox"/>	Cold
<input type="checkbox"/>	Fumes	<input type="checkbox"/>	Noise	<input type="checkbox"/>	Vibration	<input type="checkbox"/>	Water
<input type="checkbox"/>	Other (specify)						

B. Check the statement below that best describes the physical surroundings or conditions under which the job is typically performed and the extent of exposure to the disagreeable elements noted above (please edit statement as needed to fit this job):

<input type="checkbox"/>	The job is typically performed under very comfortable working conditions; any disagreeable elements are generally absent during normal performance of job.
<input checked="" type="checkbox"/>	Work is typically performed under reasonably good working conditions; while exposure to any or all of the above elements may occur, such exposure is generally not present to the extent of being disagreeable.
<input type="checkbox"/>	The job is often performed under somewhat disagreeable working conditions; exposure to any or all of the above elements is likely, with at least one present to the extent of being disagreeable.
<input type="checkbox"/>	The job is continuously performed under disagreeable working conditions; exposure to any or all of the above elements is probable, with several being present to the extent of being objectionable.
<input type="checkbox"/>	Work is continuously performed under extremely disagreeable working conditions; exposure to many objectionable elements is both continuous and intensive.

4. **ATTENDANCE** - While all employees are expected to comply with company attendance standards, the nature of some positions may require different standards in order to fulfill the essential functions of the

job. Indicate below if compliance with the general company attendance standards is acceptable, or if different standards apply (please be specific):

Compliance with general company standards.
Some weekend and evenings may be required

5. SAFETY - While all employees are expected to comply with company attendance standards, specific practices as identified through job safety analysis (JSA) may be required. (JSA attached) Indicate below if compliance with the general company safety standards is acceptable, or if different standards apply (please be specific):

Compliance with general company standards.
Additional safety precautions apply, including communicating status of location, adhering to safety protocols for community-based work and emergency situations.

6. EEO CLASSIFICATION - This section should be completed by the Human Resources Department. It classifies positions for specific state and federal reporting requirements.

<input type="checkbox"/>	Executive/Senior Level Managers (1.1)	<input type="checkbox"/>	First/Mid-Level Managers (1.2)	<input type="checkbox"/>	Professional (2)	<input type="checkbox"/>	Technician (3)
<input type="checkbox"/>	Sales (4)	<input checked="" type="checkbox"/>	Administrative Support Workers (5)	<input type="checkbox"/>	Craft Worker (6)	<input type="checkbox"/>	Operative (7)
<input type="checkbox"/>	Laborer (8)	<input type="checkbox"/>	Trainer/Family Support Specialist				

7. SIGNATURES & DATES - NOTE: Because jobs change, management reserves the right to add to or change the duties of the position at any time.

<i>Immediate Supervisor</i>	<i>Date:</i>	<i>Next Level of Management</i>	<i>Date:</i>
<i>Human Resources</i>	<i>Date:</i>	<i>Employee</i>	<i>Date:</i>