

Ontario–Montclair School District

CLASS SPECIFICATION Family Support Partner

GENERAL PURPOSE

The Family Support Partner is a mental health consumer and/or has a family member who is a consumer of mental health services. Under the direction of the Program Manager for Ontario-Montclair School District Counseling Center (OMSDCC), the Family Support Partner will assist in linking services and supports to consumers and/or their family members, and act as a liaison and advocate for families to ensure that providers and agencies are customer service oriented towards OMSDCC families.

DISTINGUISHING CHARACTERISTICS

The Family Support Partner will be assigned to consumer cases and perform routine tasks following well-established procedures and detailed instructions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class. There will typically be an assigned schedule for these duties.

1. Serve as an advocate for consumers to access Department of Behavioral Health and community resources including, but not limited to, housing, health insurance, public assistance, food, and other community resources and services; make appointments and assist with transportation needs.
2. Will mentor parents currently involved in the system and serve as a knowledgeable liaison of community resources, and empower and encourage families to make use of all identified resources.
3. Support department outreach efforts at schools and local community events by providing information through formal and information presentations and regarding existing resources in the surrounding communities.
4. Attends a variety of meetings, workshops, committees, and training sessions as required; prepares materials and handouts; makes presentations; provides translation for meetings as needed.
5. Maintains confidential student and family records and files; enters student information into case management and attendance programs.
6. Assists with organizing and coordinating community and District special events; compiles and distributes community information to families at community-wide events.
7. Establishes positive collaborative working relationships with appropriate service providers and community agencies.
8. Conducts home visits when needed, alone or with appropriate staff, to follow up on progress or to make contacts when other means of communication/contact are lacking.
9. Provides mental health education and resources.
10. Maintains confidentiality of all family information and records in accordance with OMSDCC Confidentiality Policy and Procedures, and HIPAA rules and regulations.
11. Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

Rules and regulations affecting children's health insurance and related programs; principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation; school district organization, ordinances, rules, policies and procedures applicable to departmental

operations; available community resources and services; social services concepts and principles; proper telephone etiquette and techniques; standard record-keeping systems; standard software applications.

Ability to:

Communicate (by telephone, email, and in person) and work effectively with children and adults from different cultural and socioeconomic backgrounds; work independently with minimal supervision; organize and prioritize work; meet required timelines; prepare clear, accurate and concise records and reports; travel to various locations; maintain a flexible work schedule; react with flexibility and sensitivity to changing situations and needs; work well with school staff and others encountered in the course of work.

Education, Training, and Experience:

High School diploma or G.E.D. equivalent; one to three years of experience with children's services programs or equivalent combination of training and experience; experience in a school setting is highly desirable.

Licenses; Certificates; Special Requirements:

Has possession of valid California driver's license, a good driving record, willingness to travel locally as needed using own transportation, with mileage reimbursed, as needed and the ability to maintain insurability under the District's vehicle insurance policy.

Upon acceptance of the District's offer of employment, new hires may be required to complete a baseline physical examination prior to the first day of employment.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person, in meetings and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. The employee is frequently required to walk and stand and lift up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; work under intensive deadlines and interact with District faculty, staff, parents, students and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.