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## POSITION DESCRIPTION

**TITLE: FAMILY NAVIGATOR**

**FLSA STATUS: Non-Exempt**

**REPORTS TO: YES PROGRAM SUPERVISOR**

**WC CODE: 8864**

### **POSITION SUMMARY**

The Family Navigator shares in Success 4 Kids & Families, Inc. (S4KF) responsibility for adherence to all organizational policies and procedures, as well as compliance with all applicable program, federal, state, and local laws, and regulations. He/she must represent S4KF in a highly professional manner, ensure the confidentiality of clients, and work effectively with a variety of populations including S4KF Staff, clients & their families, and representatives of funder& community program/service providers.

Under the coaching and guidance of the Program Supervisor, this position provides full-time services to Tier 1 and 2 youth, and their families including, conduct psychosocial functioning assessments, participate in team meetings and provide the court with up-to-date progress reports on participants.

### **PRINCIPAL DUTIES AND PERFORMANCE STANDARDS**

#### **Service Provisioning**

- Complete CANS (Child and Adolescent Needs Assessment) training/certification.
- Engage families in mental health services.
- Recognize and promote participant and family's readiness, willingness, and ability to participate in Mental Health services
- Work with the Therapists, both internal to S4KF and outside of the agency, to construct and fulfill Family Support Plans.
- Assess eligibility of any benefits including to, but not limited to Social Security, Medicaid and TANF funds; and link benefits not currently covered, when appropriate.
- Role model and coach families how to identify and access the supports they need
- Provide psychoeducation related to substance misuse and related health impacts
- Support clients in developing healthy coping skills and building social skills and supports
- Apprizes Supervisor of workload, case activity, service barriers, and procedural problems in staff and one-on-one meetings
- Ensure complete confidentiality of all client business and transactions.
- Recognize and promote the value that informal supports and the community play in helping individuals achieve a sense of belonging and the ability to realize their full potential.
- Develop a comprehensive understanding of all internal and community programs and services available to clients, maintain an awareness of changes in program/service offerings and requirements, and stay informed of new program and service offerings.
- Comply with Department of Children and Families service requirements.
- Bring cases to closure within standard timeframes and submit client records in a timely manner.
- Submit reports to referral source as required regarding the scope of services provided to the client, and the client's progress.
- Enter all appropriate interactions in the S4KF electronic health record.
- Participate in the Juvenile Mental Health Court proceedings and case staffing.



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## **Organizational Support**

- Assist and participate in research activities required for the program.
- Participate in staff meetings and share information/resources with team members.
- Provide other support as required.
- Promote excellence and continual improvement by participating in the organization's Performance and Quality Improvement Process.

## **KNOWLEDGE, SKILL AND ABILITIES**

- Firsthand experience in either navigating systems for services or assisting a family member or friend in navigating a system to received services.
- Respects the family's expertise on their own situation, assists in identifying options and potential solutions, and empowers families to set goals and make informed choices
- Ability to work well in a team environment as well as independently. Willingness to take on and learn additional and different responsibilities. Ability to work in a dynamic environment, and to adapt easily to change. Ability to work well under stressful situations
- Develop collaborative relationships with other providers and agencies.
- Able to effectively communicate (verbally, written, and interpersonally) with poise and professionalism. Ability to speak publicly and facilitate group discussions. Effectively and assertively presents one's point of view without alienating others.
- Ability to maintain strict level of confidentiality with clients and staff. Handles all client-related documents in accordance with HIPAA and Agency guidelines.
- Provide a variety of available times to meet with participant families including evenings.
- Demonstrated ability to understand a variety of participants from different backgrounds; ability to work with diverse populations; shows respect and sensitivity for differences
- Excellent judgment, decision-making and problem-solving skills. Ability to think through likely cause of problems before referring out. Ability to make sound decisions in emergencies.
- Able to effectively communicate (verbally, written, and interpersonally) with poise and professionalism.
- Ability to lead and mentor others effectively. Works with integrity and ethically. Takes the initiative to involve relevant team members to resolve matters quickly and effectively
- Strong organizational skills. Solid ability to follow through on details and ensure completion of obligations in accordance with established procedures.
- Proficiency in using agency computer systems and software to perform essential job functions
- Ability to work effectively with families of diverse racial, ethnic, socioeconomic, and cultural backgrounds
- Ability to evaluate the interpersonal characteristics of and demeanor of individuals or groups in order to respond appropriately to a variety of personalities and situations.
- Ability to obtain information through interviewing and determine from a large amount of information, that which is relevant to understanding the client's needs
- Determine priorities based on risk and need, make decisions based on organizational procedures and sound judgment, recognize and act on reportable events, determine appropriate course of action in emergency or high-risk situations.
- Effectively manage time to meet program needs and desired outcomes
- Ability to maintain professional boundaries with staff, community partners, and participants.

## **Qualifications**

- Bachelor's degree in social work, social services, human services, or other closely related discipline
- Preference for candidates who are bilingual English/Spanish.



- Strong analytical ability and proficiency with applicable technologies and software utilization.
- Effective presentation, written and verbal communications skills
- Ability to build and maintain the community's trust for S4KF as an effective, expert and compassionate provider of service.
- Ability to pass DCF Level II and local background screens.
- Ability to travel as required by the position.
- Must possess reliable transportation and a valid Florida Driver's license at time of hire
- Required to obtain, maintain and provide proof of automobile insurance coverage reflecting the following coverage amounts:
  - ✓ \$100,000.00 Bodily Injury Per Person
  - ✓ \$300,000.00 Bodily Injury Per Occurrence
  - ✓ \$50,000.00 Property Damage

### **WORKING CONDITIONS AND PHYSICAL REQUIREMENTS**

- This position is both an office and field position.
- This position will be required to attend Juvenile Mental Health Court in person interacting with judges and other court related staff.
- This position will require non-traditional hours including evenings and weekends.
- Spend some time driving and getting in and out of the car to see clients in their homes or at school.
- Able to see clients under conditions that may be considered uncomfortable or even hazardous, including but not limited to poorly maintained premises that may lack ventilation and/or air conditioning, kept untidy, dirty, cluttered.
- Safely walk/maneuver in a variety of environments including, but not limited, temperature extremes (hot, humid, cold), climbing stairs, dimly lit areas, walking extended distances, etc.
- Able to evaluate a situation and identify potential safety exposures and take applicable action to avoid injury or the potential injury.
- May be exposed to clients who are hostile or may have poor hygiene, infections, and/or a communicable disease.
- S4KF is a smoke free environment including no smoking when in a client's home.

### **SERVICE EXCELLENCE STANDARDS**

- Demonstrates commitment to maintaining S4KF's high quality service standards.
- Participates in promoting excellence and continual improvement by participating in the organization's Performance and Quality Improvement Process.
- Works effectively with diverse populations, demonstrating an understanding of, and sensitivity to differences in cultural characteristics, socioeconomic status, and background experiences of the agency's service recipients.
- Deals professionally and proactively with Board members, staff, consultants, clients, providers, and the general public.

### **ACKNOWLEDGEMENT:**

I have read, understand and agree to all duties and responsibilities of this position.

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Employee Name (Please Print)

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Employee Signature

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Date