



Job Description

Title: Parent Partner
Date: August 4, 2017
Revised:

Department: Intensive Services
Location: Long Beach
Category: Service Programs

Relationships

Reports To: Program Manager or designee
Supervisory Responsibility: None

Summary Statement:

The Parent Partner serves as a “bridge” to families’ enrolled in the Mental Health Program and must have a demonstrated commitment to do “whatever it takes” to help families make progress on their particular paths to wellness. This includes, but is not limited to, identifying and conducting outreach and engagement activities for families who face difficult challenges and may be hard-to-reach and hard-to-engage, such as the un-served, under-served, and inappropriately served populations, children/youth with a history of hospitalizations, and/or group home, and homeless families who would benefit from treatment and other supportive services. The Parent Partner assists parents in navigating through the complex public systems (DCFS, DMH, Probation, local schools, medical hospitals and/or Regional Center) that impact their lives and will refer and link families to community based programs and services necessary to address their needs. Support and engage families with low program participation and who are reluctant to fully engage in services. The environment for this position is field-based as well as an office environment. It involves working within at-risk areas including the home.

Must have vehicle and maintain a valid CA driver’s license and automobile insurance, or other reliable transportation to travel to cities in Long Beach, San Pedro, Compton, or other areas in which the Center has business. Travel may also include travel by charter boat to the island of Catalina in Avalon.

Regular attendance is an important factor in employee’s job performance in order for The Guidance Center to maintain efficient operations. When employees are absent, schedules and commitments fall behind, and other employees may need to assume added workloads. Employees are expected to report to work as scheduled and on time.

Qualifications:

MUST BE A PARENT OR GUARDIAN OF A CHILD, OR FAMILY MEMBER WHO HAS EXPERIENCE WITH MENTAL ILLNESS OR HAS EXPERIENCED ACCESSING OR RECEIVING MENTAL HEALTH SERVICES FOR HIM/HERSELF.

Must be bilingual English/Spanish. Must be able to identify resources and collaborate with agencies that can be of assistance to low income, multi-problem families struggling with mental health problems. Requires a motivated self-starter who can work effectively with a culturally and ethnically diverse client population and exhibits an understanding of mental health principles. Possess effective written and verbal skills in order to communicate with parents/caregivers and document collateral activities.

Computer literate in Microsoft Office programs, such as Word, Excel, Outlook. Depending on position within the agency, may be required to possess or ability to learn, PowerPoint, Publisher, Access or related database management software.

Must have vehicle and maintain a valid CA driver's license and automobile insurance, or other reliable transportation to travel to cities in Long Beach, San Pedro, Compton, or other areas in which the Center has business. Travel may also include travel by charter boat to the Island of Catalina in Avalon.

Core Responsibilities:

1. Conduct meetings and provide advocacy and support to parents/caregivers of the Full Service Partnership.
2. Share personal life stories as it pertains to supporting parents/caregivers with managing children, youth and/or a family member/s in DCFS system, Mental Health system, Probation system, Educational system or Regional Center system.
3. Ensure the parent/caregiver's perspective is taken into consideration when formulating treatment plans; goals and objectives.
4. Interacts with the community at large and develop relationships with agencies and other community resources that can serve as linkages and referral sources for MHSA families in addressing their needs.
5. Participate in a multi-disciplinary team in developing effective strategies to support and ensure client/family success. Attend trainings and team meetings.
6. Although services to families may be provided in the office, services are primarily field based and involve working within at-risk areas including the home and community.
7. Provide documentation of service delivered as determined by program and contract requirements.
8. Knowledgeable of or possess the ability to learn and adhere to the prevailing governmental laws and regulations regarding employee/patient's rights to confidentiality and limits thereof including compliance with HIPAA, federal and state laws.
9. May be asked to deliver or pick-up important documents from/to other agencies in the greater Long Beach/downtown Los Angeles areas.
10. Attends and participates on committees as requested and in job-related seminars, Workshops and webinars as required to maintain proficiency in designated field of employment. Participation is also required in program-specific and Center-wide meetings, including staff meetings and retreats/trainings. As a member of The Guidance Center, there is also a requirement to keep abreast of HIPAA security rules, and relevant regulatory body's administrative, physical, technical and security guidelines and laws as relevant to scope of responsibilities.

PHYSICAL DEMANDS:

While this position commonly entails 60-75% sitting and the remaining time standing or walking, the following physical demands could be associated with this position: Lifting or carrying up to 25 pounds. Using cart/dolly for pushing or pulling up to 30 pounds (i.e. boxes of brochures, supplies, and cases copy paper) Stooping, kneeling, crouching, climbing or reaching. This is a field base position that require

The following are some of the physical demands commonly associated with this position.

Spends 60-70% of the time sitting

20% standing

10-20% walking

Occasionally lifts, carries, push, or pulls up to 30 lbs.

Occasionally stoops, kneels, balances, reaches, crawls, and crouches, climbing or reaching

Constant use of eye, hand, and finger coordination

Frequent use of computer (keyboarding) and office telephony equipment is a requirement of this position.

Occasionally: Activity exists less than 35% of the time.

Frequently: Activity exists between 50% and 65% of the time.

Constantly: Activity exists more than 65% of the time.

The above duty statements are illustrative of the essential functions of the job and do not include other nonessential or marginal duties that may be required. The Guidance Center reserves the right to modify or change the duties or essential functions of this job at any time.

Printed Name

Signature

Date