

# KAIROS

The moment when change is possible

Administrative Offices  
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## JOB DESCRIPTION

<b>Job Title:</b>	Family Support Specialist
<b>Range:</b>	C9-C10
<b>Program:</b>	Coastline/New Beginnings/Jackson Services
<b>Supervisor:</b>	Peer Delivered Services Manager Some Specified Programs Will Include Administrative Supervision with Program Manager
<b>Degree of Supervision:</b>	Formal Supervision with Peer Delivered Services Manager Every Two Weeks or as Needed and Weekly Peer Staff Supervision.  Specified Programs - Formal administrative supervision with program manager every two weeks.
<b>Position Supervised:</b>	None
<b>Primary Purpose:</b>	The Family Support Specialists work in partnership with families and the interacting child serving agencies (mental health, health, child welfare, education, juvenile justice, Medicaid, etc.) to provide individualized peer support, education and advocacy for families. This position requires the Family Support Specialist to share, when applicable, relatable portions of their own lived experience as a parent of a youth or young adult diagnosed with an emotional, behavioral or co-occurring disorder and who has successfully navigated the child-serving systems.
<b>Education and Experience:</b>	Must be the biological or adoptive parent of a child with emotional or behavioral challenges. Parent should have experience with level of care systems including types of services Kairos provides.  High school diploma or GED preferred
<b>Minimum Qualifications:</b>	

1. Provide proof of current, valid Oregon Driver's License (or if out-of-state will obtain Oregon license within 30 days), comprehensive automobile insurance (if applicable) and a safe driving record (minimum of 3 yrs.) to use company or personal vehicle for required duties.
2. Successfully pass a Criminal Background Check and Medicaid Fraud Check.
3. Obtain and maintain current Therapeutic Crisis Intervention (TCI) Certification and demonstrate proficiency in TCI Certification procedures.
4. Obtain and maintain current First Aid and Cardiopulmonary Resuscitation (CPR) certification and Food Handlers Card.
5. Obtain and maintain National Provider Identifier (NPI) number and credentialing application process.
6. Obtain 40 hours Peer Delivered Services Training.
7. Register and maintain good standing as a Traditional Health Care Worker through the Office of Equity and Inclusion.

**Essential Duties, Responsibilities and Core Competencies:**

- A. Establish rapport by demonstrating and maintaining clear, consistent, appropriate, and therapeutic boundaries.
- B. Demonstrate alignment with the philosophy of Collaborative Problem Solving (CPS) and ability/discipline to utilize Collaborative Problem Solving (CPS) communication approaches in interactions with youth and young adults, families, staff, and community partners.
- C. Demonstrate knowledge of youth and young adults' development and group dynamics by adjusting therapeutic approaches to developmental level and group interactions.
- D. Concisely and thoroughly document daily clinical information. Provide timely accurate documentation to meet billing requirements. Must adhere to Oregon Administrator Rules (OAR) and standards of care.
- E. Demonstrate knowledge of mental illnesses, recovery, community resources, trauma informed care, support services and referral systems.
- F. Navigate our mental health systems and have a good working knowledge about the resources available in the community.
- G. Explain and clarify the role of Family Support Specialist and services.
- H. Focus of actions should encourage family empowerment and ownership, concentrating on natural supports and independence.
- I. Provide support and advocacy for families during admission process and throughout the course of treatment and the grievance process if needed.
- J. Work with staff to decrease unintentional, programmatic and institutional bias regarding through training, education and family involvement within the program.
- K. Provide feedback to others with family's permission, if families cannot and encourage family to continue to increase natural supports.
- L. Participate on hiring interview panels, as needed.
- M. Abide by ethical codes, mission, values, and professional standards, including confidentiality.
- N. Actively utilize, reference, and follow agency policies, procedures, and guidelines.
- O. Present a positive attitude, professional demeanor and demonstrated respect with youth and young adults, families, staff, visitors, and community partners.
- P. Perform all work tasks in a proper and safe manner per established policies, procedures and guidelines to prevent unnecessary injury, time loss and agency expense.
- Q. Comply with all federal, state and agency health and safety reporting requirements.

**Other Duties:**

- A. Perform other related work as assigned.
- B. Attend trainings and meetings as assigned. May be appointed to committees.

**Attendance:**

- A. Maintain prompt and regular attendance in accordance with company policy.
- B. Ability to be flexible and adjust schedule as necessary to fit program needs and meet the needs of youth and their families.

**Physical Demands:** The physical demands described here are representative of those that must be met by the staff person to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the staff person is regularly required to use hands to type, handle, reach with hands and arms; talk or hear. The staff person frequently is required to stand and walk. The staff person is occasionally required to sit, stoop, kneel, crouch or crawl. The staff person must frequently lift and or move up to 10 pounds and occasionally lift and/or move up to 45 pounds. Specific vision abilities required for this job include close vision, distance vision, and depth perception and operating a motor vehicle.

**Working Conditions:** The working conditions described here are representative of those that must be met by the staff person to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the staff person is frequently exposed to loud noises, outside weather conditions such as heat, cold and humidity. The staff person is occasionally exposed to chemical solutions and body fluids. The staff may work in varied residential or community environments based on assigned caseload. The conditions of client homes and environment may vary.

**Hazardous Conditions:** Risk of verbal and physical threats and harm from clients. Possible exposure to air and Bloodborne Pathogens.

**Equipment Used:** May include general office equipment, such as computer, telephone, agency or personal vehicle, general cleaning supplies, and kitchen utensils/supplies.

**Travel:** Travel is expected for required trainings.

**Other Responsibilities:**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Duties, responsibilities and activities may change at any time with or without notice.

Staff signature below constitutes staff's understanding of the requirements, essential functions and duties of the position.

Staff signature: \_\_\_\_\_ Date \_\_\_\_\_