



Job Title: Family Specialist
Program: Clinical
Reports to: Clinical Director
Hours: 1 FTE's available in Albuquerque
Pay Range: \$33,000-\$37,000, generous time off, employer paid medical and dental.

Job descriptions are intended to present a general list of tasks/duties performed by employees. Job descriptions are not intended to reflect all duties performed within the job. Nothing in this job description forms or is intended to form a contract of employment. Employment with Crossroads for Women is at will.

SUMMARY

Under direct supervision, plans, implements and provides comprehensive family services including; family assessments, psycho-education, parenting skills training and case management services to participants of the Crossroads for Women Programs. The Family Specialist will provide services in a home-based or office setting. Personal transportation required to complete job duties. Ensures adherence to agency Policies and Procedures.

REQUIREMENTS

1. Minimum of a Bachelor's Degree in social work or a combination of relevant education, training, and experience totaling 4 years. Bilingual (English/Spanish) a plus.
2. Specific knowledge of parenting, child development and related resources is required.
3. Has an understanding of the dynamics of substance abuse, mental health issues, homelessness, interpersonal violence, and the impact on family and child development.
4. Must demonstrate cultural competence and sensitivity.
5. Ability to work effectively in a rapidly changing, multi-task, crisis oriented environment.
6. Ability to work independently and as part of the team to ensure that the highest quality and most relevant services are provided to clients.



7. Works within the parameters of Federal, State and local funding and agency guidelines.
8. Crisis management experience is a plus.
9. Willingness to work with other agencies and develop collaborations for service provision.
10. Conduct relationships in such a way as to promote mutual respect, public respect, and improvement of services.
11. Provides services including crisis intervention and emergency services, ongoing assessment, develops treatment plan in conjunction with appropriate staff members and client including discharge planning.
12. Provides support and encouragement for clients in fulfilling treatment plans and achieving goals.
13. Has an understanding of the principles of trauma treatment and trauma informed care, harm reduction, and strengths based substance abuse and mental health recovery.
14. Must have strong attention to detail, and be well organized.
15. Must demonstrate a commitment to treating others with respect.
16. Ensure services comply with service goals and objectives, organization mission and philosophy and the parameters of Federal, State and local funding and agency guidelines.
17. Must be proficient in the following administrative areas: meeting facilitation skills; utilization of Microsoft Office applications (Word, Excel, and Access); and written and verbal communication skills.
18. Ability to adhere to strict standards of confidentiality.
19. Must possess a valid New Mexico driver's license, a clean driving record, and proof of insurance; able and willing to travel locally as needed. Must be at least 21 years of age.
20. Satisfactory clearance of Criminal Records Check.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit for long periods of time. This position requires long periods of computer usage including typing and viewing a monitor.

The employee frequently is required to use hands, fingers to handle and feel. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job may include close vision, distance vision, and depth perception. Speak and hear face to face.



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

Duties and Responsibilities:

PROGRAM OVERSIGHT

1. Responsible for initiating and maintaining regular weekly and long-term (up to five years) contact and support with families. This activity occurs may occur in the clients home or Crossroads office and is intensive.
2. The interventions are family-centered and strength-based and directed at establishing a trusting relationship; assisting in strengthening the parent-child relationship; assisting parents in improving their skills to optimize the home environment; improving the family support system; and increasing the family's ability to problem solve and assume the role of advocate for themselves and their children.
3. The Family Specialist is responsible for assisting the family in establishing goals and a plan for accomplishment of these goals as well as the assessment of the normal growth and development of the child.
4. The Family Specialist recognizes that the interests of clients are their primary responsibility.
5. They are to foster maximum self-determination on the part of the client, to provide crisis intervention, personal and legal advocacy, and individual life skills training for clients and their children.
6. Help clients with positive goal setting.

CLINICAL

1. Provide family support services for clients within the parameters of agency policies and procedures.
1. Provides home-based family assessments and determines needed services based on assessment outcomes.
2. Develops, implements, and provides individual and group parenting skills training to families.



3. Provides psycho-education related to parenting and co-occurring disorders, and other family issues as identified.
4. Provides case management, as appropriate, for family related matters in coordination with the client's primary case manager.
5. Intervenes and advocates for the family with educational entities involved.
6. Consults with other agencies and care providers, as appropriate, to provide comprehensive treatment for clients served; makes clients referrals when indicated.
7. Establishes and maintains case files, referrals and other related documents for the treatment of clients; prepares required documentation related to the clients care.
8. Provides transportation to families as needed to facilitate service delivery.
9. Participate in weekly staff meetings and clinical case reviews.
10. Participates in on-call system for crisis services.
11. Be cross-trained in other areas of Crossroads support services.

ADMINISTRATIVE

1. Attends training and staff meetings, as required.
2. Attends community meetings and committees on behalf of and in support of Crossroads as assigned by the Clinical Director or the Executive Director.
3. Abide by confidentiality standards required by Crossroads, State and Federal statutes.
4. Performs various administrative functions as appropriate; prepares administrative and programmatic correspondence; may participate in a variety of research projects to develop service plans and propose changes to program policies and procedures; may serve as liaison to community organizations.
5. Other duties as assigned by the Clinical Director or the Executive Director on an as needed basis.

REPORTING REQUIREMENTS

1. Prepare daily/monthly/quarterly/annual reports and documentation, as required to meet funding and agency requirements.



2. Maintain accurate records and other documentation of client care services and activities in accordance with agency standards including; case notes, client surveys and outcome data.
3. Acts as mandated reporter required by law.

OTHER

1. Ensures that facility is a safe and protected environment including developing and implementing appropriate procedures for handling day-to-day and crisis related situations.
2. Contributes to the management of donations, including greeting donors, receiving the donation and ensuring that a donation receipt form is completed.
3. Contributes to the daily operations of the agency as needed which includes group meal preparation and cleaning.
4. Other duties as assigned and relevant to the success of the mission of Crossroads for Women.

Crossroads for Women is an EEO employer. If interested please send your resume, cover letter and three professional references to: KC Quirk Executive Director Crossroads for Women 805 Tijeras NW Albuquerque, NM 87102 or e-mail them to employment@crossroadsabq.org