



Job Title: Family Specialist
Department: Maya's Place
Supervisor: Program Director – Maya's Place
Location: Maya's Place – 600 Paisano St NE, Albuquerque, NM 87123
Pay Range: \$32,000 - \$38,000 (dependent on experience), plus employer paid benefits
FTE Status: Full-Time Exempt (40 hours per week)

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.

ABOUT CROSSROADS FOR WOMEN AND MAYA'S PLACE

Crossroads for Women works to break destructive cycles and support women to build their lives. Maya's Place, a therapeutic community in Albuquerque, provides comprehensive, integrated services to support women working to break the cycle of homelessness and incarceration. Women receive support in building healthy, stable, and self-sufficient lives in the context of their family, community, and culture. Recognized by the New Mexico Legislature for outstanding services to the community, Crossroads for Women operates on a \$2M annual budget, with a staff just shy of 40 people and many community volunteers in four locations across central New Mexico.

POSITION SUMMARY

Under direct supervision of the Program Director, the Family Specialist plans, implements and provides comprehensive family services, including: family assessments, psycho-education, parenting skills training and case management services to participants of Maya's Place. The Family Specialist provides services in a home-based and office setting. Personal transportation required to complete job duties.

REQUIREMENTS

Education

- Bachelor's degree in Social Work or related field
- OR a combination of relevant education, training, and experience totaling 4 years or more
- Bilingual (English/Spanish) is a plus but not required



Knowledge

- Requires specific knowledge of parenting, child development and related resources
- Understanding of the dynamics of substance abuse, mental health issues, homelessness, interpersonal violence, and the impact on the family and child development
- Requires knowledge and belief in trauma-informed, gender specific, and culturally competent service delivery
- Knowledge and understanding of the principles of trauma treatment and trauma-informed care, harm reduction, and strengths-based substance abuse and mental health recovery

Qualities

- Ability to work effectively in a rapidly changing, multi-task, crisis-oriented environment; crisis management experience is a plus
- Ability to work independently and as part of the team to ensure that the highest quality and most relevant aspects of the job and services are provided to clients
- Ability to work within the parameters of Federal, State and local funding and agency guidelines.
- Conduct relationships in such a way as to promote mutual respect, public respect, and improvement of services
- 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 possess ability to follow through with guidelines set forth in the Prison Rape Elimination Act (PREA).
- This position is subject to a Criminal Background Check (post-offer)

Skills

- Computer literacy and comfort with Microsoft Office
- Excellent communication skills, particularly meeting facilitation, verbal and written communication skills
- Strong attention to detail, well organized and a commitment to treating others with respect
- Ability to adhere to strict standards of confidentiality

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.

GENERAL STATEMENT OF DUTIES

Essential Functions

This list is not exhaustive and may be supplemented as necessary.

Program Oversight – 20% of time

1. Responsible for initiating and maintaining regular weekly and long-term (up to five years) contact and support with families. This activity may occur in the client's home or Maya's Place office and is intensive.
2. Provide interventions that 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. Responsible for assisting the family in establishing positive goals and a plan for accomplishment of these goals as well as the assessment of the normal growth and development of the child.
4. Collaborate with other Family Specialists to develop and maintain community outreach amongst all Crossroads for Women programs.
5. Foster maximum self-determination on the part of the client and recognize that the interests of clients are their primary responsibility.
6. Provide crisis intervention, personal and legal advocacy, and individual life skills training for clients and their children.

Therapeutic Services – 50% of time

1. Provide family support services for clients within the parameters of agency policies and procedures.
2. Provide home-based family assessments and determines needed services based on assessment outcomes.
3. Develop, implement, and provide individual and group parenting skills training to families.
4. Provide psycho-education related to parenting and co-occurring disorders, and other family issues as identified.
5. Provide case management, as appropriate, for family related matters in coordination with the client's primary case manager.
6. Intervene and advocate for the family with educational entities involved.
7. Consult with other agencies and care providers, as appropriate, to provide comprehensive treatment for clients served; makes clients referrals when indicated.



8. Establish and maintain case files, referrals and other related documents for the treatment of clients; prepares required documentation related to the clients care.
9. Provide transportation to families as needed to facilitate service delivery.
10. Participate in weekly staff meetings and clinical case reviews.
11. Participate in on-call system for crisis services.
12. Be cross-trained in other areas of Crossroads support services.

Administrative – 25% of time

1. Perform various administrative functions as appropriate; prepare 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.
2. Prepare daily/monthly/quarterly/annual reports and documentation, as required to meet funding and agency requirements.
3. 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.
4. Acts as mandated reporter required by law.
5. Abide by confidentiality standards required by Crossroads, State and Federal statutes.

Other – 5 % of time

1. Attend community meetings and committees in support of Crossroads as assigned by the Program Director or Director of Therapeutic Services.
2. Participate in agency-wide meetings, events, and initiatives.
3. Assume other responsibilities as assigned.

Crossroads for Women is an Equal Opportunity Employer. If interested, please email your resume, cover letter, unofficial transcripts, and three professional references to: employment@crossroadsabq.org or send the same to Crossroads for Women, Attn: Employment, 805 Tijeras NW, Albuquerque, NM 87102.