



Description

Position is housed in our Families Intensive Response and Strengthening Team (FIRST) program, providing a wraparound approach to intensive, home-based services and support to families.

The Parent Partner, working as part of a team, provides direct client services and support to families and professional staff. This role centers on helping families navigate layers of complex challenges to access services and supports and achieve meaningful outcomes by working together to set mutual goals that are then achieved through small action steps. The Parent Partner will support the development of effective parenting and self-care skills from the perspective of someone who has lived experience, meeting 1:1 and in groups. Much of the work includes connecting parents to community resources; helping parents navigate governmental systems and meet mandates established by Child Welfare, Probation or other programs; and helping parents identify and strengthen natural supports already playing a helping role in their life. Personal experience navigating systems also uniquely qualifies a Parent Partner to advocate for and amplify the preferences and priorities of a family, empowering parents to communicate effectively with officials in schools, courts, health care and social service settings. The Parent Partner honors the vision, voice, and experiences of family members as the best experts about their own lives and full partners in their own care. The Parent Partner, under the direction of the team leader, participates in program evaluations and quality improvement efforts, consistent with Wraparound standards.

Example of Duties

ESSENTIAL JOB DUTIES:

Under direct supervision, the Parent Partner may:

- Interpret and explain regulations and policy to clients;
- Assist with a limited caseload;
- Serve as a parent representative and support;
- Create a high level of trust with parents;
- Assist parents and family in accessing and utilizing formal and informal community support;
- Actively participate in the engagement process, providing reassurance that the circumstances and challenges that brought the family into service at this time will be handled confidentially
- Listen non-judgmentally to discover needs, strengths, and people important to the parent(s) and youth.

- Help orient parents and family members to the FIRST wraparound process and use their lived experience in helping them to navigate the system structures;
- Identify and help remove barriers;
- Assist in addressing parents' needs through empathetic communication, ensuring parents feel supported and have someone to talk to, are empowered and equipped to advocate for themselves, as well as linked to resources they can use;
- Provide assistance to clinicians, social workers, specialists and/or other professional staff with transportation of clients, collecting client documentation and coordinating communication with clients;
- Provide clerical support.
- May provide support to an on-call system
-

TYPICAL QUALIFICATIONS:

EMPLOYMENT STANDARDS

Education/Experience:

Parent Partner: Must be the parent or primary caregiver of a youth involved in -- or a former direct recipient of -- Child Protective Services, Mental Health Services, Probation or Regional Center Services, Wraparound, or Adoption. The Parent Partner, or their child, may have required related services such as special education, long-term medical care, or substance use treatment. Experience connecting with support services for low-income children and families is key. A Parent Partner has lived through daily crises, wondering if family problems are their fault, and if things will ever get better, but now can attest to the hard work they invested to build a more stable life of their own. Must continuously have a clean driving record. High School Diploma or equivalent required.

Knowledge of: How to navigate local community resources. How to assist in addressing parent needs through empathetic communication, ensuring they feel supported and have someone to talk to, are empowered and equipped to advocate for themselves, and linked to resources they can use. How to help parents to understand how including, searching for, and connecting with extended family and other supportive individuals can ensure permanent supportive connections, help to understand their family's history, and prepare for life after formal services are no longer needed. Best practices for parents to prep before meetings and decisions so that they are prepared to advocate on their own behalf

Ability to:

- Blend divergent perspectives
- Form a hypothesis for why people behave in certain ways
- Listen and reflect understanding of what was said
- Recognize and celebrate strengths and success
- Translate deficits into functional strengths
- De-escalate stressful or crisis situations

- Write clearly
- Problem solve
- Demonstrate cultural humility and curiosity; understands issues of implicit bias, diversity, equity and inclusion
- Empathic
- Engaging; likes people
- Optimistic, upbeat
- Engage in proactive communication
- Ability to engage people from different cultures, ages and backgrounds
- Self-aware (self-care needs, triggers, etc.)
- Team player

Typical Physical Requirements: While performing the essential functions of this job class, the employee is regularly required to: use hands and fingers to operate a vehicle and a variety of office equipment; possess flexibility and endurance to sit, stand, walk, bend, squat, climb, kneel, twist, and reach; talk and hear clearly and concisely to communicate with general public, clients, supervisors, and fellow employees on a continuous basis; regularly lift and/or carry and/or move objects weighing up to 10 pounds, and is occasionally lift and/or carry and/or move objects up to 50 lbs.

Typical Working Conditions: Assigned work is performed in an office and occasionally in the outdoor environment. Incumbent will have continuous contact with clients, County staff, management, general public and outside organizations/agencies.

SPECIAL REQUIREMENTS: Must be able to travel, either alone or with clients, within Inyo County routinely in the course of work, and occasionally travel outside Inyo County in the course of work; may be required to work flexible hours including evenings and weekends on some occasions; must possess a valid California driver's license; must successfully complete pre-employment background investigation and physical examination. Consistent attendance is an essential function of the position.