

INSTITUTE FOR HUMAN RESOURCES

Job Title: Family Support Coordinator

Supervised by: Assistant Clinical Director

Supervises: none

Employment Status: Full time

Hours: Scheduled to work 37.5 hours per week at IHR. Non-exempt.

Qualifications:

EDUCATION: At minimum, a bachelor's degree in a human services field.

EXPERIENCE: Must be a parent/caregiver and/or has had approximately 2 years working in the social services field. In addition, experience navigating multiple child serving systems on behalf of a child or adolescent with a severe emotional disturbance as a consumer of the mental health system.

SKILLS:

- Ability to develop a therapeutic relationship with clients and family
- Teamwork and coordination skills
- Ability to evaluate client's clinical level of need and direct the appropriate level of intervention.
- Must be sensitive to cultural diversity
- Must be familiar with psychotropic medications and their side effects and/or show an interest and willingness to learn.
- Ability to maintain professional relationships and coordinate with all referral sources.
- Proficient in Windows 10, ability to learn and navigate various computer systems required to work within.
- Be organized, detail oriented, and thorough.
- Ability to connect with other providers, resources, and community members.

OTHER:

- Must have access to a phone; must own a dependable vehicle which is insured; must possess a valid Illinois driver's license.

A. CLINICAL RESPONSIBILITIES

- 1) Provide information and link families to community resources.
- 2) Participate in the orientation of new client families to IHR services.
- 3) Attend meetings with family members, in coordination with fellow team members, to advocate for and assist in the application for other services i.e., court proceedings, school staffing, public aid etc.
- 4) Will work as a SASS case manager, coordinate services between workers and family, and ensure family involvement in all aspects of services. Assist in increasing families' knowledge and understanding of what to expect when a child is involved with SASS services.
- 5) Assist clinicians in identifying the strengths and needs of each family.
- 6) Be available to parents per the agreement of the agency.
- 7) Maintain client records in accordance of IHR standards.
- 8) All billable services will be entered to the system at the end of each working day. There will be a mutually agreed upon billing goal set each month/year.
- 9) Attends agency multi-disciplinary staffing when requested by the family or staff, in compliance with confidentiality restrictions.
- 10) Assist in increasing families' knowledge and understanding of what to expect when a child is involved with SASS services.
- 11) Educate families regarding natural supports and community resources.
- 12) Provide information on linkage to parent organizations and supports.
- 13) Participate, as a member in meetings, groups, or committees such as: Supervision at a minimum of one time per month, IEP at schools, Agency Staff meetings, and others as assigned.

- 14) Assist families in assessing need/appropriateness of applying for a Family Support Program grant.
- 15) Assist families with the IFSP application process and provide support and access to resources required for application
- 16) Assist families with an FSP to determine the best placement (residential treatment) or local services (Community Support) for their child.
- 17) Maintain caseload statistics as required by IHR and SASS/FSP programs
- 18) Assist parents/guardians with annual FSP review/service plan
- 19) Assist families with Request for Prior Authorization for Residential Treatment and Continued Enrollment Eligibility Authorization Request every 6 months.
- 20) Develop and maintain professional contact with all FSP providers.
- 21) Monitor FSP residential treatment clients – visit each client at the residential treatment facility at least once per year and document appropriately.
- 22) Prepare ITP with each FSP client with parent/guardians and review every 6 months.
- 23) Provide continuous support and case management services for all IFSP clients and their families.
- 24) Monitor FSP client status/progress and assist with transitions to/from residential services.
- 25) Develop and maintain professional relationship with area school personnel.
- 26) Provide Educational Advocacy services as needed to assist families with accessing appropriate educational services for the client in the public-school system.
- 27) Maintain working knowledge of current special education law, disabilities, and available services within the public-school system.
- 28) Provide parenting instruction to SASS and IFSP clients, families at risk, and others as needed in the form of formal classroom training and/or individualized instruction tailored to the specific needs of the family and/or client.
- 29) Monitor/maintain Crisis Reporting System as required – enter SASS Screens within 3 business days of the screen, maintain SASS Summary for SASS Team, and attend any scheduled SASS Statewide Operations conference calls.

- 30) Provide online access for parents and guardians for FSP application entry and or generate an online application on their behalf.
- 31) Attend FSP Technical Assistance conference calls and trainings.
- 32) Assist as needed with SASS case transfers to other agencies and transfers in from other agencies.
- 33) Work with hospitals, other agencies, and DCFS per SFSP program when parent or Guardian decline to take child/youth home upon hospital discharge.

B. SAFETY

- 1) Will work to ensure the safety of staff and clients.
- 2) Will cooperate with the Safety Committee in insuring a safe environment for staff and clients at IHR.
- 3) Will document any unusual incidents and forward to the attention of the Executive Director.

C. OTHER RESPONSIBILITIES

- 1) Follow Policies and Procedures.
- 2) Support Agency Goals and Values.
- 4) Other Duties as assigned.

I have received and been provided the opportunity to discuss this job description. I have received a copy of this job description. I understand my signature on this job description does not constitute a contract with the Institute for Human Resources.

Signature

Date

Assistant Clinical Director

Date