



Job Description: Family Navigator

Family Navigators are individuals with lived experience in the mental health, child protective, substance abuse treatment, or probation services, especially as youth or parent/caregiver to a youth engaged in services. Family navigators use their experience and knowledge to assist with planning, problem solving, education and empowerment. They are advocates in the operations and development of many legal, educational and clinical settings. The Family Navigator works to increase awareness and improve effectiveness of parent-professional partnerships.

Duties and Responsibilities

- Consistently express a clear and courteous attitude of collaboration while maintaining the client as the primary concern.
- Provide education related to service (e.g. patient rights, privacy notices, behavior support and management philosophy, grievance procedures).
- Follow guidelines set forth in the behavior support and management program and HIPAA, with respect to human dignity and client rights.
- Utilize proper channels of communication to express concerns or conflicts in a constructive manner, offering input into problem resolution.
- Acquire, maintain and share current competencies in relation to services provided, including professional trainings and knowledge of a variety of community resources for parents, youth and families.
- Participate in program and community meetings to maximize parent voice, choice, and involvement throughout the behavioral health service delivery process.
- Demonstrate sensitivity to working with culturally, economically and/or socially diverse populations.
- Provide consistent unconditional support, encouragement and hope to parents and caregivers.
- Plan, organize and prioritize responsibilities to ensure adequate, timely services to the consumer and documentation of services provided.

Personal and Professional Qualifications:

- Diplomacy in resolving conflicts and integrating divergent perspectives.
- Ability to handle escalated situations safely and appropriately.

- Ability to represent core agency/program values and principles in a variety of settings.
- Ability to write using proper conventions, syntax, and spelling.
- Maintain positive work relationships in a respectful and collaborative manner.
- Demonstrate effective critical reasoning and problem solving skills.
- Model effective self-management and coping techniques.

High School Graduate/GED; some college preferred * Basic computer and internet use skills *
Background Check: This position involves contact with children and requires a full background
check * Driving Requirements: reliable transportation and appropriate insurance coverage for
personal vehicles. * Able to work 40 hours/week with flexibility in the evenings.