



www.humecenter.org

Portia Bell Hume Behavioral Health and Training Center

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JOB DESCRIPTION

(12/16/2015)

PORTIA BELL HUME BEHAVIORAL HEALTH AND TRAINING CENTER (aka The Hume Center)

has a rewarding opportunity for one qualified Family Partner under the leadership of The Hume Center's Department Head. Office location is Richmond, CA.

MISSION:

The Hume Center's mission is to provide culturally sensitive and comprehensive behavioral health care services and training. We strive to promote mental health, reduce disparities and psychological suffering, and strengthen communities and systems in collaboration with the people most involved in the lives of those we serve. We are committed to training behavioral health professionals to the highest standards of practice while working within a culture of support and mutual respect.

POSITION: FAMILY PARTNER (Half or Full Time)

PROGRAM: COMMUNITY SUPPORT PROGRAM

DIRECT SUPERVISOR: PRIMARY BEHAVIORAL HEALTH CLINICIAN (PBHC) OR STAFF PSYCHOLOGIST

DESCRIPTION OF JOB RESPONSIBILITIES AND DUTIES:

Provide comprehensive case management and rehabilitation services to adults with severe psychiatric disabilities in West Contra Costa County. This is an exciting position within a multidisciplinary team. The Family Partner will work closely with clients and their families to provide resources, guidance, and support to the family system. The Family Partner will **provide rehabilitation, linkage, and case management services to these individuals in their natural settings (community, homes, shelter, park, hospital, etc) and at the office.** Our clients experience psychiatric hospitalizations, housing instability, homelessness, severe and acute mental illness, and money management difficulties. This program will take a do-what-it-takes attitude to support those we serve to find hope, stability, and recovery.

MINIMUM REQUIREMENT:

- A. Lived experience as a family member in the Adult Mental Health and/or Alcohol and Other Drug service domains.
- B. Certified NAMI Family to Family Instructor or equivalent knowledge and training required
- C. AA, BA, or Masters in Social Work, Counseling, Psychology or related field with several years professional experience in behavioral health preferred but not required
- D. Strong commitment to respecting consumers and their family members and having concrete ideas about how to improve the meaningful involvement and participation of family members in the program's services.
- E. Strong commitment to community-based services for persons with high needs and low resources

- F. Some knowledge of psychiatric disability and the navigation of the system of care for those with mental illness in the local area
- G. Experience being a family advocate preferred
- H. Excellent communication skills.
- I. Ability to work both independently and as part of a team
- J. Comprehensive knowledge of community resources strongly preferred.
- K. Experience working effectively with culturally, socio economically, and ethnically diverse populations.
- L. Must be willing to work full-time, minimum 40 hours/week, five days a week, and be present at The Hume Center and in the community
- M. Must be willing to work some evenings and weekends when needed
- N. Demonstrate primary professional commitment and knowledge for representation of The Hume Center
- O. Proficiency in Microsoft Word and Excel, Google Apps, and Adobe Reader/PDFs
- P. Possess a valid California Driver's license. Must be willing to use own vehicle and valid car insurance for work related travel and transportation of consumers and family members
- Q. Be willing to use own cell phone to be accessible and willing to be available to receive calls for crisis and/or emergency situations.
- R. Preferred proficiency in Electronic Health records
- S. This position strongly prefers speaking, writing, and reading fluency in Spanish, Vietnamese, or Laotian in addition to English.

PERSONAL ATTRIBUTES:

- A. Proactive, Reliable, and Flexible
- B. Demonstrates High Professionalism
- C. Strong Organizational Skills
- D. Effective Interpersonal Skills
- E. Ability to Maintain Confidentiality
- F. Excellent verbal and written skills.
- G. Detail oriented.
- H. Skills in establishing rapport with individuals served.
- I. Ability to maintain effective working relationships with individuals served, agency staff, and other agencies in the community is essential.
- J. Demonstrated ability to work in collaborative relationships with a variety of programs, philosophies, and disciplines
- K. Demonstrated ability to work collaboratively on teams with prescribers, case managers, therapists, community supports, and consumers
- L. Willing to work in the homes of consumers and their families and in the community
- M. Optimistic: Deeply believe that consumers can change, stabilize, and recover
- N. Seeks strengths in consumers and families—shows respect and admiration
- O. Comfortable working in close emotional proximity
- P. Non-punitive and non-judgmental toward consumers and families
- Q. Energetic and driven by a “do-what-it-takes” attitude and follow through
- R. Wants to improve skills and outcomes; wants to be challenged
- S. Demonstrate flexibility to handle diverse and changing organizational needs

RESPONSIBILITIES:

1. Assist team to achieve 100% outreach to family members of referred individuals
2. Act as a role model for family members as to how to compassionately assist their loved ones through resource navigation, how to maintain appropriate boundaries with their loved ones, and how to assist and empower their loved one to achieve their treatment goals.
3. Connect family members to family member oriented resources like NAMI, respite services, and other opportunities
4. Assist a family member with specific, unique case management needs.
5. Assist in developing and implementing treatment/service plans.
6. Maintain contact with family members and consumers to a degree sufficient to monitor and assess progress with wellness recovery
7. Complete initial screenings and gather information for evaluation
8. Community outreach and education
9. Maintain client case records, and document activities as required by agency, funding source, and contract requirements.
10. Meet billable hours goal set by The Hume Center.
11. Participate in program development, implementation and evaluation.
12. Participate in program meeting(s), clinical case consultation, and in supervision.
13. Engage in community organizing for mental health.

MENTAL HEALTH KNOWLEDGE & SKILLS:

1. Consult with staff on clinical and program matters as the need arises.
2. Some understanding of alcohol and other drug addiction and recovery.
3. Some understanding of resiliency, recovery and wellness approaches.
4. Competence in basic interpersonal skills (e.g., attending & listening, exploring thoughts and feelings, curious questioning)
5. Knowledge of Wellness Recovery and Action Planning (WRAP) preferred
6. Knowledge about educational, judicial, health care, housing, shelters, emergency, and other social service systems in community preferred
7. Knowledge of clinical documentation and billing standards

OTHER:

Fulfill any additional duties specified by assigned Supervisor and/or the President.