

Agency Overview

Founded in 1889, the Felton Institute (formerly Family Service Agency of San Francisco) has a 127-year history of innovation in services for vulnerable children, families, and adults. Felton's mission is to respond to human needs with cutting edge social services and treatment that combine the best social science research with cultural sensitivity, a deep respect for the consumer, and a commitment to social justice. With over 30 programs in 11 languages at sites throughout the San Francisco Bay Area and surrounding counties, our comprehensive array of services reaches across all racial, ethnic, cultural, and linguistic lines. At the heart of our work is the belief that individuals and families in crisis must have access to services and resources to help them build on their inherent strengths and develop self-sufficiency. Felton offers a dynamic, challenging, and supportive work environment where staff is encouraged to increase their skills and enter new domains.

Program Description

Prevention and Recovery in Early Psychosis (PREP) is a Felton Institute program originally developed in partnership with the University California San Francisco (UCSF). PREP is dedicated to psychosis early detection and intervention with a multi-disciplinary approach to treatment. The PREP program model combines evidence-based practices including Cognitive Behavioral Therapy for Psychosis (CBTp), Strengths-Based Care Management, Multi-family Group Therapy, Peer Support, Algorithm-Based Medication Management, Individual Placement and Support (IPS) model of supported education and employment, and Cognitive Remediation Training to address issues early and get people back on track to a fulfilling life as quickly as possible. The PREP model is being expanded into a new component (BEAM) to provide early intervention services for individuals with psychosis and mood disorders. PREP provides excellent training and workforce development and is poised for growth with new opportunities afforded by the expanding field of early psychosis. Funded through partnership with respective county behavioral health departments, PREP implements evidence-based practices with outcome driven fidelity measures, and currently operates sites in four counties: San Francisco, Alameda, San Mateo, and Monterey.

Position Overview

The PREP Family Support Specialist is a member of the treatment team with the role of partnering with families in the recovery process by engaging and building relationships through sharing their own personal lived experience of supporting a loved one with mental health issues. The Family Support Specialist assists family members in accessing community resources and networks of support, while providing a safe and supportive environment, adhering to laws regarding confidentiality and reporting requirements. The Family Support Specialist is expected to provide services out in the community, including but not limited to schools, job sites, family homes, or other community locations. This position reports directly to the PREP Program Manager and meets regularly with the PREP Peer and Family Services Director.

Specific Duties and Responsibilities (Essential Functions)

- Provide individual support to families, in order to decrease barriers to treatment and help families in providing effective support to loved ones through increasing communication skills, building networks of support, and addressing grief, stigma and hopelessness.
- Provide direct services, family psycho-education, support, advocacy, and assess family strengths and needs.
- Assist PREP staff with developing, organizing, and conducting programs to support client treatment plans and family engagement.
- Co-lead and coordinate bi-weekly Multifamily Groups and/or family support groups.
- Collaborate with PREP staff in care coordination within the PREP team (therapists, education and employment specialist, intake coordinator, and medical staff) and with other treatment providers and community resources.
- Meet required number of direct client contact hours per week and document all client contacts in compliance with mandated quality assurance standards.
- Meet all deadlines and comply with agency's requirements.
- Attend and contribute to staff meetings and team conferences, providing client/family updates, discussing clinical issues, exchanging ideas, and voicing the family member perspective.
- Participate actively in supervision, coaching, staff meetings, team conferences, data collection and reporting, intake and discharge activities, and all agency meetings and trainings as assigned by Program Manager.

- Coordinate orientations and graduations for PREP clients and families.
- Engage in outreach events, including psycho-educational presentations, open houses, and provide information about PREP to other mental health providers and general public as needed.
- Availability to work some evenings and/or weekends with advance notice.
- Other duties as assigned.

Qualifications

- Personal experience as a caregiver of a youth/young adult with emotional or behavioral needs required. Personal experience of navigating psychiatric hospitalization, disability and/or public services with a loved one a plus.
- High School diploma AND a minimum of one year of experience working with those experiencing mental health issues and/or their families.
- Demonstrated ability to engage and interact with diverse family members (especially Latino, African-American, and Asian communities) and respect differences of opinion, beliefs, culture, appearances and ways of life.
- Demonstrated proficiency in Microsoft Word, Excel, Outlook, and ability to type 45 WPM.
- Valid California Driver's License and excellent driving record.

Competencies

- Understanding a recovery-based orientation including the belief that people learn from their experiences, develop new skills, and achieve life goals over time. Knowledge of person-centered, recovery-oriented, and whole health approaches preferred.
- Knowledge of DSM-IV diagnoses, principles, methods, and procedures for diagnosis, treatment, and rehabilitation of mental health issues, awareness of therapeutic process, individual/family dynamics and child development.
- Knowledge of various cultural and spiritual understandings of psychosis a plus.
- Knowledge of San Mateo County mental health system and community resources a plus.
- Ability to establish trusting, hopeful relationships with clients and their families and collaborate effectively with community partners.
- Strong communication (written and verbal) and interpersonal skills.
- Strong organizational skills, attention to detail, ability to prioritize tasks and manage time effectively.
- Openness to learning, immediately applying new information and modifying practices.
- Ability to be comfortable working in a variety of environments, including schools, job sites, family homes, and other community locations.
- Demonstrated experience as a team player with a welcoming attitude.
- Bi-lingual/Bi-cultural required, English/Spanish preferred.

Physical Requirements, Use of Equipment, and Work Environment

The position requires sitting at a desk approximately 40% of the time, with standing 20% and walking or driving 40% of the time. Ability to perform routine bending, stooping, twisting, and reaching. Lifting may be required occasionally, of no more than 50 lbs at a time. Approximately 60% of the time, the employee uses a computer, keyboard, mouse, telephone, mobile phone, fax machine, copier, and video conferencing equipment. 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. The work is performed in an office environment and/or at various community locations and requires local travel.

Additional Information

Job Title: Family Support Specialist
Position: 0.6 FTE (Part Time), Non-Exempt
Reports to: Program Manager

Send Resume and Cover Letter to:

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