

## **FAMILY ASSISTANCE SPECIALIST/DCS**

### **JOB PURPOSE AND SUMMARY**

The Family Assistance Specialist in Community Services is responsible for assisting and providing advocacy services for persons being served by Clark County Crisis Services in exercising control over their own lives and recovery. This position is part of the Crisis Team that identifies individuals' strengths and needs, including family and significant others support system needs, and develops supporting intervention plans that address the needs of the individual and their family and/or significant others. This may include any number of activities including supporting crisis staff in delivering services, promoting the self-advocacy and development of community supports, maintenance of community living skills, and encouraging participation in the treatment process for those Clark County residents experiencing a mental health crisis.

### **CLASSIFICATION DISTINCTIONS**

Consumer and Family Crisis Peer Support Specialists are distinguished from Designated Mental Health Professionals (DMHP)/Crisis Intervention Specialists (CIS) in that the latter is responsible for determining the actions taken when responding to a crisis and assist in program management and support services while Peer Support Specialists are expected to participate in the development of intervention plans under the guidance of DMHPs/CISs, but are not expected to exercise the level of decision making regarding intervention or policy and procedures found at the DMHP/CIS level.

### **KEY OR TYPICAL TASKS AND RESPONSIBILITIES:**

Perform all duties in a manner that protects confidentiality/privacy of consumers pursuant to the standards delineated in RCW 70.02, 70.96A, and 71.05, 42 CFR Part 2, and 45 CFR Parts 160 & 164;

- Work as part of the crisis team to engage individuals in treatment and recovery;
- Provide individual or group services as needed that encourage independence and integration into the community;
- Create ongoing process to support the principles of recovery in the mental health crisis system;
- Visit consumers in their homes, shelters, and social service facilities with support from crisis staff;
- Provide resources for consumers and families that are tailored to their individual needs;
- Maintain documentation of activities in accordance with crisis services policies and procedures;
- Maintain an effective working relationship with other team members and community resources; and

- Act as liaison between treatment providers and individual as needed to accomplish goals related to recovery from crisis episode.

## **QUALIFICATIONS**

**Education and Experience:** Certification as outlined in WAC 388-865-0107 is required. Clark County does not provide certification. Additional information on certification may be obtained at [peerworkforcealliance.org](http://peerworkforcealliance.org) (as of 2/1/2021).

Additional experience in a supportive role preferably in a social service, advocacy, or employment services is preferred. The position requires the individual to be secure in his/her own recovery process with average verbal and written skills and the ability to communicate well with a wide variety of people. Must be able to work in a stressful environment and work well as part of a team. A valid, unencumbered Washington or Oregon State driver's license required. Passing Washington State Patrol background check necessary for this position (provisions delineated in RCW 43.43.842 as well as other applicable State Statutes and rules) as well as passing ongoing background checks during the course of employment as required by Clark County Department of Community Services, Clark County Regional Support Network, and Washington State Mental Health Division.

**Knowledge of:** mental health treatment system; substance abuse and mental health recovery issues; problem solving skills; community resources.

**Ability to:** build relationship with individuals in crisis; assist in the development of care plans and carry out assignments in an effective and timely manner; establish and maintain effective working relationships with crisis team, social service providers, community members, and other community resources; communicate and express ideas effectively – orally and in writing; be responsive in an ever-changing high stress work environment; demonstrate a willingness to share own life experiences; maintain confidentiality of consumer information; maintain accurate records; demonstrate strong customer service orientation.

## **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

Some duties are carried out in the crisis facility, but most duties are performed in a community setting. Services will be provided in homes, hospitals, shelters, community agencies, and in other public places. Face-to-face encounters with consumers, family members, and significant others will be routine. Physical demands include participating in on-going training in Pro-Act intervention techniques which includes squatting, kneeling, stretching, and initiating physical holds. Duties also include assisting team members with consumers who are intoxicated or combative which may require lifting, breaking falls, and assisting with physical restraint. The ability to work rotating shifts, evenings, and Saturday and Sundays is required.

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