



**FAMILY SUPPORT PROVIDER - Home and Community Based
Outpatient Services
Level II**

Status: Full Time: Non-Exempt
Hours: Monday-Friday 8:00am- 5:00pm
Includes evenings and weekend hours, schedule may vary.
Location: Meridian Office-Community Based
Program: Outpatient Services

DEFINITION: Position will advocate for families in the program, provide linkage with needed community resources, assist in treatment and education to families, and provide crisis support and safety planning under the clinical supervision of licensed staff.

SUPERVISION: Position is supervised by program supervisor

ESSENTIAL JOB FUNCTIONS INCLUDE, BUT ARE NOT LIMITED TO:

- Supports implementation of the phases and activities of a unified systems of care. Ensures the team is moving the children/youth and family toward long-term stability through the treatment process.
- Supports, models, and provides coaching to children/youth and families in finding the strength and resources to improve self-efficacy.
- Respects the integrity and confidentiality of the individuals' receiving services.
- Supports development, reconnection, and strengthening of natural supports.
- Actively participates in treatment with the child/youth and family team to keep children/youth in the home and avoid out of home placements of the children/youth.
- Empowers the child/youth and family through general modeling, advocacy, coaching, follow up, and support. Teaches the children/youth and family how to effectively advocate within various child-serving agencies to include DHS, Juvenile Justice, and the education system.
- Develops and maintains positive relationships with community partners. Serves as a liaison between Wraparound NorthCare, the Oklahoma County referral team, and other community services and groups as directed. Participates in community consultation and educational activities. Promotes child/youth and family involvement at the individual and community levels.
- Carries a differentiated caseload involving highly complex and difficult situations requiring the coordination of services through the wraparound process.
- Maintains records in a timely manner as required by agency, state or federal funding sources and accreditation authorities. Completes all required forms and maintains same in a manner consistent with requirements. Documents all activities directly or indirectly related to serving children/youth and families in the program daily. Assists in obtaining non-clinical information from children/youth and families (i.e. completion of forms, signatures, etc.). Collects data for evaluation and research of program effectiveness.
- Full-time staff must meet patient contact/caseload standards as established by the Director.
- Return phone calls and cell text pages promptly. Check and respond to email daily.
- Maintains consistent work attendance and contacts supervisor on a timely basis for needed late arrivals or absences.
- Participates in Family Support Provider meetings, team meetings, clinical consultations, group, and individual supervisions/coaching.
- Participates in trainings/workshops related to and in expanding knowledge base in children's mental health.
- Transport patients to various locations in the community and provide services in the home.
- Complete all NorthCare required courses and training.
- Always abides by agency policy and program procedures.
- Performs other duties as required and/or assigned by supervisor and/or executive staff.

POSITION REQUIREMENTS:

Candidate/employee must meet the ODMHSAS criteria for Family Support Provider, which requires High School diploma or equivalent and lived experience being a caregiver of a child who has navigated mental health services, DHS system, court system, or other similar systems of care. Must obtain ODMHSAS Family support provider certification within 60 days of hire, if not currently certified and complete annual continuing education requirements to maintain certification. Must obtain ODMHSAS Wellness Coach Certification within 60 days of hire, if not currently certified and complete annual continuing education requirements to maintain certification. Minimum of one (1) year experience required in a community mental health or mental health related field.

This position provides community based for 20 or more hours of a 40-hour work week or over 50% of the designated work week. A community setting is defined as any non-designated NorthCare Office. Community-based staff may be expected to provide services in a multitude of community settings, including but not limited to, a client's home, in the community at a local venue or agency, outside in a confidential space, via telehealth or in the office. Staff who are considered community based may have limited access to onsite supervision and are expected to use critical thinking skills to ensure appropriate staffing of situations as they present. Staff who are community based are expected to travel to and from appointments and are required to have "business purposes" added to their auto insurance. Community based staff should have access to an internet hotspot to access technology while in the field. They are eligible for a phone and hotspot stipend. Community-based staff are considered essential workers and may be expected to work holidays/weekends/or during closures if required by their program.

This position requires a high degree of flexibility and efficiency. Must display proficiency in the MS Word processing software and intermediate general computer skills. Must demonstrate good interpersonal skills and the ability to effectively communicate verbally with English-speaking patients. Must be able to move about facilities freely. Employee must have excellent written and oral communication skills. Casual professional dress is required with adherence to dress code requirements.

Must have access to reliable transportation and local travel is required. Must possess and provide verification of valid Oklahoma driver's license during employment with NorthCare. Must maintain and provide verification of current automobile liability insurance including uninsured motorist coverage. **Must be COVID 19 vaccinated and follow CDC guidelines regarding COVID vaccination.**

Must possess and maintain CPR, First Aid and Therapeutic Options certifications; or obtain within 30 days of employment with NorthCare. Must complete all NorthCare required training within 30 days of employment. Must have TB test within 12 months prior to employment with NorthCare or obtain within 30 days of employment with NorthCare.

Every NorthCare employee is responsible for adhering to all laws, professional standards and ethical codes that apply to his/her/their job responsibilities.

To Apply visit:

[Family Support Provider Home and Community Based Level 2](#)

EOE Statement: NorthCare provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

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