2200 Lucien Way, Suite 325
Maitland, FL 32751
www.RISEcs.org

POSITION: Family Support Navigator – Teen Mental Health (Osceola)
PROGRAM/DEPT: Breakthrough
PAY: $40,000 – 45,000
REQUIRED: Bilingual (English/Spanish)

ABOUT RISE COMMUNITY SOLUTIONS: RISE Community Solutions works to strengthen families and the communities in which they live. We offer coordinated solutions to help families get ahead of the challenges that can lead to disruption, including youth mental health, child victim advocacy, and family homelessness. We meet our mission with the philosophy that families will be most successful when supported by strong communities that have ample capacity to meet their needs. RISE Community Solutions utilizes an approach which *Restores, Inspires, Strengthens and Empowers* those we serve. To learn more about us, visit www.RISEcs.org.

PURPOSE: The Family Support Navigator (FSN) provides peer-based support to families and youth served by RISE Community Solutions programs. Drawing from lived experience, the FSN walks alongside families as they navigate complex systems of care, offering guidance, advocacy, and emotional support.

The FSN serves as a critical connector between families and community resources, including social service agencies, schools, behavioral health providers, medical systems, and other supports. The role focuses on strengthening family voice, promoting stability, accessing therapeutic and/or clinical services, and supporting positive outcomes for children, youth, and caregivers.

KEY RESPONSIBILITIES:

- Establish trust, develop rapport and engage with families who have a child experiencing significant mental health and/or behavioral health needs, assigned to a caseload of approximately eight to ten (8-10) cases at one time.
- Support families during the intake process/Baker Act discharge including explaining service options to ensure family voice is incorporated during the process.
- Conduct needs and strengths assessments in consultation with assigned families, with an aim to prioritize the family's needs.
- Partner with assigned families to develop action plans and self-care plans that advance the family's identified goals.
- Provide peer support to parents/caregivers, using FSN's own lived experience.
- Provide coverage for a warm line operated by RISE on a rotating basis.
- Participate in the facilitation of support groups, family meetings and other engagement activities, and encourage families to attend events through personal attendance.
- Monitor family and youth satisfaction with services.
- Provide support and advocacy to families and youth navigating systems such as school, child welfare, juvenile justice and mental health.
- Participate in case reviews with the community providers and collaborate to support the efforts of colleagues.
- Complete timely and accurate documentation, including case notes and referral forms.

ADDITIONAL FUNCTIONS & EXPECTATIONS

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- Identify opportunities in which the lived experience and voice of those served can improve program operations and outcomes.
- Participate in the organization's strategic plan and quality improvement processes.
- Other duties as assigned in support of the mission of the organization.
- Extra responsibilities may be added based on the population being served.

DESIRED QUALIFICATIONS:

- High school diploma or GED.
- Parent or caregiver of a child or adolescent with a serious mental health need, who has previously received or is currently receiving services from the mental health service system.
- Registered with the Florida Certification Board as a Certified Recovery Peer Specialist, or meets the qualifications to be certified. Click here to learn more about the CRPS requirements. The selected candidate must be certified within twelve months of employment. Costs and preparatory support are provided by the agency.

DESIRED SKILLS:

- Excellent interpersonal communication and writing skills; must be able to work well with families, senior managers, and providers.
- Must be well organized and capable of completing assignments with minimum guidance and supervision.
- Proficient in the use of MS Word and Outlook, and virtual meeting platforms (i.e., MS Teams).
- Ability to learn and utilize database reporting systems.
- Demonstrate cultural and linguistic competence and sensitivity to population served.
- Ability to travel in personal vehicle (mileage reimbursement applies).

All RISE Community Solutions team members are expected to demonstrate proficiency in the following competencies: Problem Solving, Time Management, Attention to Communication, Customer Service, Teamwork, Integrity, Interpersonal Skills, Trauma-Informed Approach and Innovation. To learn more, visit Careers | RISEcs.org.

POSITION STATUS: Non-Exempt

SCHEDULE: Traditional weekday schedule with some evenings required based on needs of assigned families. In such circumstances, a practice of flex scheduling will be implemented to ensure the Family Support Navigator is not working more than the required full-time hours.

LOCATION: This role can be worked in a hybrid capacity but requires regular local travel to visit with assigned families. The employee will be able to use their home or the RISE Community Solutions main office in Maitland, FL, for "desk" tasks. Team members meet approximately one day per week in-person at the RISE Community Solutions main office. More frequent in-office time may be required while the Family Support Navigator is training.

SUPERVISOR: Program Director, Breakthrough

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_____	_____
Name (Print)	Supervisor's Name (Print)
_____	_____
Employee Signature	Supervisor's Signature
_____	_____
Date	Date