NAMI New Hampshire
National Alliance on Mental Illness

Job Description

Job Title: Family and Community Support Specialist (FCSS) – White Mountain Region

Reports to: Director of Children and Youth Programs

Job Summary:

The Family and Community Support Specialists (FCSS) will provide 1:1 support and education to families/primary caregivers of children and adolescents with Serious Emotional Disturbances (SED) within the White Mountain Regional School District, SAU #36, SAU #7 & SAU #3. The FCSS will establish support groups and family education programs in communities; and be responsible for identifying and recruiting family member candidates to participate in one of NAMI NH's leadership training programs providing support to the family leaders in a role of their choice.

Job Tasks and Responsibilities:

Programmatic:

- Provide one-to-one support to families/primary caregivers of children and/or adolescents with Serious Emotional Disturbance (SED).
- Demonstrate in his/her work a commitment to the system of care values and guiding principles.
- Assess the readiness of community and establish Parents Meeting the Challenge Support Groups.
- Deliver Parents Meeting the Challenge Education Program (implementation, marketing and training) one per year.
- Identify, recruit family leadership candidates and connect them with a Family Leadership Training Program.
- Recruit, provide and ensure training/orientation and support to family leaders in a role of their choice.
- Work to eliminate stigma and end discrimination regarding mental health for all individuals and their families.
- Serve on work groups, advisory councils and committees as assigned.
- Execute all tasks required to meet contractual agreements with funders.

Administrative:

- Participate in program team and supervisory meetings and seek consultation when needed from supervisor.
- Collect and organize all data related to the position.

Community:

- Demonstrate effective outreach and promotion of NAMI NH's support, education, and leadership programs and our public policy platform.
- Attend community events/meetings as assigned.

Interpersonal Skills:

- Accepts Responsibility - Willing and able to bear high levels of responsibility: making decisions, being accountable.
- Openness - Communicates honestly, openly, and consistently. Shares information appropriately and is involved in solving problems.
- Positive Attitude - Encourages a positive rather than negative viewpoint; fosters strengths in colleagues.
- Integrity - Maintains the highest standard of personal and professional conduct in performing all duties.
- Commitment - Committed to NAMI NH's mission, values, policies/procedures (Employee Handbook), and strategic plan.
- People Skills - Able to build productive working relationships with team, volunteers, community members and customers
- Judgment - Able to evaluate information quickly, identify key issues and formulate action steps based on judgment, experience, and common sense.
- Organized - Well prepared and organized; carries out all responsibilities and action items in a purposeful and timely way.
- Dependable - Can be relied upon to get the job done. Willing and able to work for the best interests of each project.
- Proactive - Proactive rather than reactive. Able to anticipate.

Education and Experience:

- Lived Experience – having a personal experience as a family member of either/or a parent of a child with SED and understand and has the experience of the process of working towards family recovery empowerment.
- Knowledge of community resources and experience navigating the mental health and related systems of care.
- Three years of work experience in the human service or mental health field providing direct service.
- Demonstrated writing, public speaking, training and organizational skills.
- Ability to use computer to develop, track, transfer and access information related to work.
- Has available, reliable transportation and willing to travel and have a flexible schedule.
- Consideration given for formal education and/or agrees to or has completed NAMI NH's Leadership Programs.

I have reviewed the above job description and understand the duties associated with this position.

_____ Date_____

Employee Signature