



# FIRST STEP FAMILY SUPPORT CENTER

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<b>Job Title:</b> Family Well-Being Navigator
<b>Work Location:</b> Port Angeles, WA and surrounding area
<b>Program:</b> First Step Family Support Center
<b>Reports to:</b> Program Manager
<b>Position Type:</b> 35-40 hours per week
<b>Hours of Operation:</b> Mon – Fri, 8:00 am – 5:00 pm
<b>Salary:</b> \$16.00- \$20.00 per hour dependent upon experience, Paid Sick & Vacation, Medical Reimbursement of up to \$3,600 per year.

## **Position Summary**

First Step Family Support Center has an opening for a full-time Family Well-Being Navigator position serving the North Olympic Peninsula, primarily Clallam County. The primary responsibility of the Family Well-Being Navigator is to provide direct support, resource referrals, and programming that reduces stress, trauma and isolation for families with children 0-6.

First Step Family Support Center's mission is promoting the healthy development of children and families on the North Olympic Peninsula by building family strengths. This position will strive to embrace and strengthen families with children by promoting growth through education, information, referrals, and opportunities to share experiences. Candidates should have a passion for helping families thrive.

**COVID:** *Masks are required for all client contact.*

## **Duties Include:**

1. Acts as a member of an agency wide-team of home visitors, case managers and program facilitators to provide limited case management services, service connection and coordination and resource linkages for families with children 0-6
2. Develops and facilitates activities designed to assist families build social connections, reduce isolation, and engage parents in healthy interactions with their children
3. Provides short term center-based assistance to families with referrals to longer term case management services when appropriate.
4. Support culturally and community specific approaches that promote emotional well-being and healthy relationships.

5. Maintains accurate and timely records of all client interactions
6. Meet with supervisor as necessary to discuss procedures, protocol and other administrative processes to ensure quality record keeping, data entry and quality provision of services to families.
7. Attend trainings and meetings as required by First Step.
8. Support the philosophy and mission of First Step Family Support Center.

### **Education and Work Experience Requirements**

1. BA in Human Services, or Social Sciences preferred. At minimum a high school diploma or equivalency and previous experience with young children and/or parents.
2. Experience working with parents and children preferred.
3. Ability to work independently and as part of a team cooperatively and cohesively with other staff members
4. Excellent oral and written communication skills required
5. Must possess a warm, outgoing, patient, empathic interpersonal style, MUST have the ability to establish trusting relationships, MUST have the ability and desire to work with children and their families of all cultures
6. MUST be energetic, tireless and passionate about working with children, families and our community

### **Additional Requirements**

1. Passion for job, upbeat, enthusiastic, team player.
2. Bilingual candidates fluent in Spanish preferred, but not required.
3. Program requires prolonged sitting and standing.
4. Occasional stooping, bending, lifting and reaching. Employee must be able to lift and transport up to 25 pounds.
5. Employee must be able to climb stairs as part of their regular work.
6. Employee must have reliable car, driver's license and current insurance.
7. Employee must be able to work in noisy and crowded environments.
8. Employee must be well organized.

### **General Responsibilities**

#### 70% - Direct Service

- Provide community outreach to connect with families in need of services. It is anticipated that this role will spend their time split between Port Angeles, Sequim and the West End of Clallam County.
- Maintain and carry out all scheduled appointments
- Refer client to First Step programs & other external supportive services to supplement services as appropriate
- Provide interventions and activities that are family-focused, culturally relevant, behavioral, goal-directed, and trauma-informed such as support groups, play groups or other activities

- Work a flexible daytime schedule Monday through Friday to meet families' needs and be available for consultation. Meetings with families may occur at our First Step office, virtually, in the client's home or other agreed upon location.
- Provide a warm hand-off to the referred client to ensure that the resource is familiar and available
- Interview client to obtain information concerning family needs
- Develop and review case plans, defining specific goals and objectives and assisting in meeting those goals
- Provide services to children, adolescents, and families, including phone consultations, virtual meetings, and referrals.

20% - Case Coordination

- Maintain robust connections with local resources, including record of current contact information and referral requirements
- Prepare for family sessions,
- Coordinating with coworkers, case managers, and families

10% - Documentation

- Document all travel time, mileage, and other required work-related activities
- Document all client and peripheral interactions related to the services
- Maintain accurate and complete client and program records
- Develop a written record of appropriately used direct support funds for client family

***Send cover letter and resume to employment\_fstep@olypen.com***

*This job description is our best approximation of the job and is subject to change.*

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