



Position: Family Peer Support Services Coordinator (Full-time)

Reports to: Executive Director

Start Date: January 2, 2022

Rate of pay: \$20.00/hr. plus generous health and paid time off benefits

The Mental Health Association in Tompkins County is seeking a qualified candidate to fill the full-time position of Family Peer Support Services Coordinator. This position is responsible for the daily oversight and supervision of the Family Peer Support Services program including oversight of daily operations, staff training, referral processing, billing, compliance, program development, system advocacy and quality assurance.

Key Responsibilities

- Oversees the service delivery of the Family Peer Support Services. Assures referrals are managed in a timely manner. Assures timely and appropriate staff assignment.
- Oversee program data collection, reporting and billing. Assure that metrics are achieved.
- Assure that staff receives appropriate training and maintains credentialed status. Promote training and professional development.
- Continually assess and develop opportunities to meet current needs of families.
- Network with staff from a variety of agencies serving families, youth, and adults and keeping abreast of industry needs and trends.
- Establish relationships with local and state organizations that can inform our family peer services program.
- Promote the Concept and Services of the Family Support Services Program
- Attend open community-based meetings and advocate for the inclusion of the family voice in mental health services.

Other duties as assigned by the Executive Director

Education and Experience

- Demonstrate lived experience as a parent or primary caregiver who has navigated multiple child-serving systems on behalf of their child(ren) with social, emotional, developmental, health and/or behavioral healthcare needs. Identify as a “peer.”
- Degree in Humans Services or a related field is preferred.
- Successful candidates will have a minimum of two years of progressive management experience in a public social services agency with an emphasis in administering programs, analyzing, and recommending solutions, systems procedures, and programs.
- Computer proficiency including word processing, data entry, spreadsheets, and generating reports using standard software applications.

- Electronic Health Record experience preferred.

Skills, Ability and Knowledge

- Excellent communication, both written and verbal. Excellent public speaking skills. Ability to provide group instruction.
- Understand ethical behavior and business practices and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization.
- Individuals must demonstrate sensitivity, respect, and competency with diverse cultural backgrounds, social identities and practices of community members and be willing to participate in anti-racism focused diversity training to increase skills in this area.
- Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- Capable of working both independently and as an interdependent member of a team.
- Strong organizational skills including the ability to manage multiple projects and details simultaneously.
- Passion, idealism, integrity, positive attitude, mission-driven, and self-directed.
- Ability to gather data, compile information, and prepare reports.

Additional Requirements

- New York State Family Peer Advocate (FPA) Credentialed or must complete training within 6 months of hire.
- CPR/First Aid Certified (training provided)
- WRAP facilitator Credentialing (training provided)