**Position Summary:**  May 24, 2022  
NYU Langone

**Bilingual (English/Spanish) Family Connectors – [Part-Time]**

We have an exciting opportunity to join our team as a Family Connector (FC) providing phone support to parents and family members who have raised a child with emotional or behavioral challenges!

A Family Connector is a peer-parent or caregiver who provides support to other parents or caregivers who are raising or have raised a child with emotional or behavioral challenges. Family Connectors provide instructional, informational, emotional, and advocacy support peer to peer or caregiver to caregiver. As part of an NIMH-funded study on enhancing family engagement in services for adolescents or young adults who have experienced first-episode psychosis, we are looking for a **bilingual/Spanish-speaking** peer parent/family member to work part-time and provide regular telephone support to families. The FCs we hire will be trained to follow a specific program, called Family Connectors, and to complete regular documentation about the support they are providing to families. The FCs will meet weekly with a FC Coach who will guide the FCs in their work and ensure that they adhere to the program model. Each FC will work with approximately 10 caregivers. This part-time FC position will require about 20 hours a week. We are looking to fill this grant-funded position as soon as possible and expect it to conclude April 2023.

**Job Responsibilities:**

* Make weekly telephone calls of about an hour in length to each Spanish-speaking participating family assigned to them
* Complete a written record of calls with families
* Attend and participate in weekly Family Connectors team meeting

**Ideal Candidates Will:**

* Be able to communicate verbally in both English and Spanish
* Be a parent or family caregiver who has lived experience in raising a child who had or has emotional or behavioral challenges
* Have demonstrated success coping, and be knowledgeable about the service system for children with emotional or behavioral challenges
* Be able to establish rapport on the telephone, be supportive to other parents and caregivers, and honor confidentiality
* Attend a virtual 3-day training
* After training, provide support to assigned caregivers for up to 6 months
* Be compensated $22 per hour for serving as a Family Connector

**Traits of an Effective FC:**

* A capacity to express warmth and empathy
* An active interest in new ideas and a willingness to learn
* A desire to connect with other parents and caregivers
* An emotional maturity derived from lived experiences in raising children with serious ongoing challenges
* Organizational skills, punctuality, and ability to meet deadlines
* Demonstrated ability to engage with diverse family members
* A flexible schedule
* Ability to communicate effectively in both English and Spanish
* Familiarity with the On Track New York program is beneficial

If interested in this position please send your resume and direct your questions to the following contact information below:

**Chelsea Flores**

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