

Oklahoma Systems of Care

SAMPLE - Family Support Provider (FSP) Job Description

MINIMUM QUALIFICATIONS:

High School diploma or equivalent. To have raised or lived with a child who has emotional problems.

SPECIAL KNOWLEDGE, SKILLS AND ABILITIES

Ability to use own discretion and personal judgment to assess family needs by:

Creating a family plan and course of action based on individual needs of a family;

Advocating for the family in the agency setting, and with other agencies and organizations identified;

Using personal judgment, identify available options for agencies and organizations as appropriate to meet a particular families needs;

Coordinating between all program resources and benefits identified;

Educating the family concerning agency interactions, benefits and programs;

Evaluating situations using discretion and personal judgment to adopt an effective course of action, to delegate responsibilities, organizes facts and present them effectively;

Providing consultation and expert advice to management regarding family plans and advocacy;

Using discretion and independent judgment to interpret and implement policies regarding family plans and advocacy.

Specialized training and/or certification in mental health services or related field as required in order to meet requirements for billable services and/or adjunctive services, i.e. specialized certifications (BHRS) Case Management, SOC training and updates.

Ability to establish working relationships with clinical, administrative, and support staff in order to develop professionalism and coordination within the team to maximize services available.

Ability to establish and maintain an effective working relationship with peers, consumers, family members and the public.

Ability to effectively interact with staff, consumers, family members, administration and the community, both in person and on the telephone.

Ability to maintain strict confidentiality guidelines for interactions regarding consumer information.

Ability to work well under pressure meeting deadlines with efficiency and consistency while maintaining a balance between good physical and mental health and the job requirements.

Personality and presentation of oneself demonstrating the ability to work with various agency systems while maintaining objectivity and cooperative attitude.

Exhibit ability to effectively organize and plan field-work schedule to best service and maximize the needs of consumers, i.e. arranging home based meetings, agency meetings, and care coordinator meetings.

Current Oklahoma Operators Driver's License and reliable transportation.

Must be able to climb stairs and access non-(handicap) accessible equipped residences/facilities.

EXAMPLE OF POSITION RESPONSIBILITIES:

The FSP is to provide targeted support services, to provide a system of care that is child-centered with the needs of the child and family dictating the types and mix of services provided, to assist in keeping the family together and preventing an out-of-home placement. To be effective, the FSP will work with children in their homes and communities, incorporating the entire family in the Wraparound process and focus on their strengths as well as the child's age and cultural heritage. Under the general supervision of the Project Director and/or Assistant Project Director and utilization of the best practices model as communicated by the State of Oklahoma, the FSP performs the following duties:

1. Support for the child and his/her family.
2. Be a member of the family team to assist in the strengths assessment and wrap plan development.
3. Increase collaboration with families and professionals.
4. To fill out and submit flex forms for the families as needed.
5. To attend or speak at conferences as needed and assigned by the Project Director.
6. Other duties as assigned by the Project Director and/or Assistant Project Director.

The FSP function will be working with the families through a non-diagnostic interview to assess service needs. The FSP will identify needs of the families and help the families get these needs met through family and community sources first. The FSP will recognize the individual child consumer and his/her family has different barriers to social, economic, and employment opportunities and has varied levels of need to overcome these barriers. The goals for each juvenile consumer as identified in the family team will be tailored to reflect a juvenile consumer's particular needs in order to realize his/her full potential. The FSP will maintain close communication with the CC/Project Director, and other clinical and administrative staff in order to assure the highest quality of services is delivered to the juvenile consumer and his/her family.

HIPPA: These positions are permitted to locate information necessary to follow through with their position responsibilities, (i.e. looking for a signed consent, locating insurance information.) Information should be requested through the Medical Records staff initially or under the supervision of Medical Record staff.

SUPERVISES: None

REPORTS TO: Project Director or Assistant Project Director

HOURS: Full Time, 40 hours per week. Evening and/or weekend work will be required.