



JOB DESCRIPTION SUMMARY

Please Print or Type

JOB TITLE: Family Support Provider
CORPORATION: ReDiscover
DEPARTMENT: Children’s Services
SUPERVISOR’S TITLE: Clinical Director

<i>For HR Use Only</i>	
POSITION CODE:	
PAY RANGE:	
EEO-1 CATEGORY:	
FLSA STATUS:	<input type="checkbox"/> EXEMPT
	<input type="checkbox"/> NON-EXEMPT

JOB OVERVIEW:

Under the general direction of the Department Manager or Team Leader, the Family Support Provider provides assistance to parents/families of children with serious mental illness. The Family Support Provider works with the Clinical Case Managers based on the needs of the clients. The Family Support Provider will be required to work some evenings to assure that the necessary supports are in place for the client’s success.

JOB QUALIFICATIONS:

EDUCATION:

Must be a parent/family member of a child who has been or currently has a behavioral or emotional disorder and has received Mental Health services. Must have successfully completed the Department of Mental Health’s Family Support Provider training. Minimum educational level of a high school graduate or GED equivalent.

EXPERIENCE:

Minimum requirement of having participated as a parent/family member of a child that has received mental health services for a behavioral or emotional disorder.

KNOWLEDGE/SKILLS/LICENSURE/CERTIFICATION:

The Family Support Provider must possess a working knowledge and skill proficiency to perform the various duties required for their position. He/she must complete an orientation.

The ability to work with all persons with multiple challenges (mental illness, substance abuse, physical challenges, developmental disabilities, etc.).

Missouri resident for at least two years.

SCOPE OF SUPERVISORY RESPONSIBILITIES (if applicable):

- Section Department Multiple Departments Total Facility Multiple Facilities Not Applicable

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ROUTINE CONTACTS:

ReDiscover staff and clients and community resources.

TOOLS & EQUIPMENT:

Telephone, computer

PHYSICAL DEMANDS AND WORKING CONDITIONS:

Ability to determine audible communication, to obtain impressions through the eyes of the shape, size, distance, motion, color or other visual characteristics of objects or persons; near clarity of vision at 20 inches or less. Fingering, picking, pinching or otherwise working with fingers. Working conditions: Community-bases.

AGE SPECIFIC Category: (Check All That Apply) <input type="checkbox"/> Infant (Age 0 to 12 months) <input checked="" type="checkbox"/> Adult (Age 17 to 60 years) <input type="checkbox"/> Child (Age 1 to 11 years) <input checked="" type="checkbox"/> Geriatric (Over 60 years) <input type="checkbox"/> Adolescent (Age 12 to 16 years) <input type="checkbox"/> Does not apply	OSHA CATEGORY: Hazardous Materials: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Bloodborne Pathogens: <input checked="" type="checkbox"/> Type I <input type="checkbox"/> Type II <input type="checkbox"/> Type III
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APPROVAL SIGNATURES

Department Director: _____ **Date:** _____

President/CEO: _____ **Date:** _____

Human Resources: _____ **Date:** _____

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7	6	5	4	3	2	1
Highly skilled and works with little supervision, role models/trains others, sets high standards, exceptional employee, demonstrates expertise	Above average work performance, a leader, completes all tasks timely and professionally, output is high quality, excels in expectations	Consistently demonstrates good job skills and promotes team work and professionalism, exceeds defined job expectations	Fully competent and consistently demonstrates, works within their job assignment, meets all expectations	Grasping work duties and moving towards autonomy still needs direction/correction Not quite meeting expectations	Struggling and requires regular monitoring, has areas that repeatedly need to be improved	Failing competency and has not demonstrated adequate performance

Core Area #1: Support and Connections to Families

_____ Establishes rapport with parents and clearly communicates

_____ Works to connect with families from a level playing field

_____ Appropriately discloses similar experiences as needed or warranted

_____ Provides a supportive environment for listening and then teaching families how to develop their natural supports

_____ Seeks out appropriate supervision in difficult situations and responds to feedback

_____ Total

Comments:

Core Area #2: Resource Navigation

_____ Assist families in locating resources to meet their needs

_____ Teaches and models for families how to navigate difficult or confusing systems to utilize the services provided

_____ Teaches families to become self-sufficient and helps them function at a healthier level

_____ Develops resources and shares resources with staff, families and other providers

_____ Coordinates provision of services with resource providers to ensure family's needs are being met

_____ Total

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Core Area #3: Team Development

- _____ Coordinates services with other members of the team in a timely an appropriate manner
- _____ Participates in team meeting to collaborate services
- _____ Shares important and critical information with staff also working with the family to insure appropriate services are provided
- _____ Assesses the needs of the family for readiness to change and then makes recommendations to the team
- _____ Maintains relationships with other team members (agency and state) and shares training information as appropriate

_____ Total

Comments:

Core Area #4: Competency

- _____ Output of work product/amount of work preformed results in meeting financial/agency goals. (i.e. Meets billable hours, completes billing, etc.)
- _____ Demonstrates knowledge and skills of job duties and maintains accountability and responsibility for all tasks assigned.
- _____ Documentation/billing is accurate and meets all standards. (content of billing, accuracy of reports)
- _____ Consistently evaluates personal strengths and weakness and works to make personal improvements.
- _____ Work product is performed in a quality manner.

_____ Total

Comments:

Core Area #5: Customer Service

- _____ Demonstrates culturally competent respect for all clients and guests through verbal and non-verbal behaviors and assists them as needed.
- _____ Maintains positive work relationships, demonstrates cooperation with peers and supervisors, and contributes to a team environment.
- _____ Demonstrates willingness to successfully resolve issues, problems, and dilemmas with other staff; resolves conflict with other staff directly.
- _____ Provides a welcoming approach towards all clients, visitors and guests from a trauma informed approach.
- _____ Safeguards Protected Health Information written and electronically and maintains confidentiality.

_____ Total

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Comments:

Has staff received any corrective actions during the last evaluation period?

- No (10 points)
- Staff member has received an oral warning that was successfully resolved (8 points)
- Staff member has received an oral warning that was not successfully resolved (5 points)
- Staff member has received a written warning that was successfully resolved (3 points)
- Staff member has received a written warning that was not successfully resolved (0 points)
- Staff member has received a suspension or final written warning (0 points)

Has staff completed all necessary training hours for their position?

- Staff member stays current and completes all trainings annually. (10 points)
- Staff member is behind in completing hours but gets them done. (5 points)
- Staff member has no training hours (0 Points)

Has staff member demonstrated appropriate work practices/professionalism? (time and labor, dress code, professional behavior)

- Staff member consistently demonstrates professionalism in all areas. (10 points)
- Staff member demonstrates professionalism and appropriate work practices in most areas. (7 points)
- Staff member struggles in several areas of appropriate work practices/professionalism. (4 points)
- Staff member has been counseled numerous times on appropriate work practices/professionalism. (0 points)

Has the staff member demonstrated adaptability?

- Staff member has shown willingness to assist others and makes changes as needed. (10 pts)
- Staff member has demonstrated a willingness to change with some coaching. (7 pts)
- Staff member has difficulty making changes but does so with encouragement (4 pts)
- Staff member consistently demonstrates a negative attitude about change. (0 pts)

Has the staff member completed work in a timely and responsive manner?

- Staff member has hit all targeted time frames (10 pts)
- Staff member has hit more than 75% of time frames but less than 95%. (7 pts)
- Staff member has continually been behind in meeting time frames. (4 pts)
- Staff member consistently fails to meet expected time frames. (0 pts)

Total

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Comments from peer evaluation forms:

Total Score from all Sections _____

Overall Comments:

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PERFORMANCE APPRAISAL COMMENTS AND DEVELOPMENT PLAN

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EMPLOYEE INFORMATION

Appraisal Period: <i>From</i> ___/___/___ <i>To</i> ___/___/___	Evaluation Due Date ___/___/___
Name _____	Employee Number _____
Appraiser's Name _____	Appraiser's Title _____

GOALS

(Identify areas for development and action, which should be taken in order to enhance appraisee's development.)

Approval of Performance Plan:
Direct Supervisor _____ Department Director _____

PERFORMANCE APPRAISAL COMMENTS AND SIGNATURES

Employee's Comments (Optional)		
Signature _____	Date ___/___/___	
Appraiser's Comments (optional)		
Signature _____	Title _____	Date ___/___/___
Department Director's Comments (optional)		
Signature _____	Title _____	Date ___/___/___