



Mental Health America of Northern California
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Phone 916-366-4600 • Fax 916-855-5448
www.norcalmha.org

JOB ANNOUNCEMENT: CSOC FAMILY ADVOCATE (SPANISH SPEAKING)
POSITION TYPE: FULL-TIME, NON-EXEMPT | LOCATION: AUBURN OR ROCKLIN, CA
DEADLINE TO APPLY: FRIDAY, JULY 26, 2019

Mental Health America of Northern California (NorCal MHA) is a 501(c)(3) public benefit organization dedicated to improving the lives of residents in the diverse communities of California through advocacy, education, research, and culturally relevant peer support services. In all its programs, NorCal MHA works with individuals and families with mental health challenges to promote wellness and recovery, prevention, and improved access to services and supports.

POSITION OVERVIEW

NorCal MHA has an immediate opening for a full-time (37.5 hours per week) CSOC Family Advocate in Placer County's Children's System of Care. This position is employed by NorCal MHA, but is co-located within one of Placer County's facilities in Auburn or Rocklin. Under the supervision of NorCal MHA's CSOC Program Manager and Lead Family Advocate, this position serves as a core member of Placer County's multidisciplinary teams within the Children's System of Care, partnering with representatives from children's mental health, child welfare, foster care, juvenile probation, and/or education services to offer maximum support for families of children and youth with severe behavioral, emotional, or mental health disorders. CSOC Family Advocates are a vital resource for parents/caregivers, assisting them in navigating the system and finding appropriate resources in their home communities. They also provide individualized advocacy, mentoring, education, and peer support, using their personal lived experience to establish credibility, rapport, and trust with family members. Finally, CSOC Family Advocates represent the parent/caregiver perspective on the system level, helping to shape Placer County's programs, services, and policies in response to family needs and concerns. **This position will primarily serve families in Placer County's Family and Children's Services (FACS or child welfare) system.**

NorCal MHA is a peer-run, grassroots mental health advocacy agency. **Candidates must have personal lived experience as the parent/primary caregiver of a child or youth with a behavioral, emotional, or mental health challenge, and must also speak Spanish fluently. Lived experience as the parent of a child served in the child welfare system is strongly desired.** Applicants must have functional knowledge of California's Public Mental Health System (PMHS), the Children's System of Care (including children's mental health services, the child welfare/foster care system, and the juvenile probation system), self-help and resiliency principles, and fundamental principles of peer support and family advocacy. Qualified individuals who have received public mental health services in any California county, who are bilingual/bicultural, and members of traditionally underserved groups (LGBTQ, racial/ethnic minorities, immigrants/refugees, veterans, formerly homeless) are encouraged to apply.

MINIMUM QUALIFICATIONS

Applicants who do not possess all of these minimum qualifications will not be interviewed:

- Personal lived experience as the parent/primary caregiver of a child or youth with a behavioral, emotional, or mental health challenge (parents of children previously served in the child welfare system are desired)
- Fluent in the Spanish language
- Familiarity with the structure and functions of California's (PMHS) and knowledge of the interconnected services provided through Placer County's Children's System of Care
- The ability to consistently work 7.5 hours each workday, 37.5 hours each week, and adhere to a set schedule during NorCal MHA's and Placer County's normal business hours
- Willingness to undergo Placer County's criminal background screening process
- Possession of a high school diploma or its equivalent (Associate's degree or higher is preferred)

- A current and valid Class “C” California Driver License
- Immediate access to reliable personal transportation throughout the workday
- Auto insurance coverage that meets the minimum legal requirements in California
- Excellent written, verbal, and interpersonal communication skills
- Intermediate-level computer literacy skills, including proficiency in word processing, internet-based research, email applications, and MS Office programs (Word, PowerPoint, Excel) or their equivalents
- Any combination of training, education, and experience necessary to perform the Job Duties for this position, and likely to provide the required Knowledge and Abilities as described herein

Please carefully read and follow the application instructions at the end of this job announcement. Individuals who do not follow these instructions will not be considered for this position.

JOB DUTIES

Core Responsibilities:

- Serves as a vital member of Placer County’s multidisciplinary teams to help families of children and youth with severe behavioral, emotional, or mental health disorders navigate the Children’s System of Care, its processes and procedures, and the services provided therein
- Educates parents/caregivers about the Children’s System of Care and its constituent agency partners, including: children’s mental health, child protection and welfare, foster care and adoption, juvenile justice and probation, alcohol and substance use, school districts, and local education services
- Uses their personal lived experience to establish credibility, rapport, and trust with families
- Offers necessary support, mentoring, and advocacy to families receiving services in Placer County
- Provides families with information regarding available Placer County resources; identifies and links families with culturally-relevant community resources and supports
- Helps parents, caregivers, and family members implement individualized solutions using problem-solving and effective communication skills for positive interaction with public agencies and the community
- Assists families in identifying and articulating what they need from services and providers
- Serves as a bridge to ensure families and providers understand each other’s needs and perspectives
- Teaches parents, caregivers, and family members to effectively negotiate, resolve conflicts, and navigate within County systems and service provider agencies
- Participates in various meetings with families, County agencies, and service partners to represent the interests of families
- Advocates for families, children, and youth on the program and system levels to maximize parent/caregiver voice and choice in services
- Offers their own experience-based perspectives in the development, implementation, and operation of services in Placer County by providing important feedback on family perceptions, needs, and concerns
- Provides consultation and training to program staff and external agencies regarding the parent/caregiver perspective
- Serves on advisory committees, oversight bodies, and policy-making panels that affect children’s services
- Faithfully represents NorCal MHA’s core values and principles in a variety of settings

Additional Responsibilities:

- Documents client contacts, maintains client files, monitors client progress, generates reports
- Conducts client satisfaction surveys, focus groups, and other data collection activities
- Attends conferences, trainings, and professional development activities
- Attends, participates in, and helps organize special events, conferences, workshops, and trainings
- Ensures confidentiality is maintained in accordance with Federal, State, County, and agency standards
- Performs all other duties as assigned

KNOWLEDGE AND ABILITIES

The ideal candidate will demonstrate KNOWLEDGE of:

- The structure and functions of California's PMHS and the interplay of various agencies within Placer County's Children's System of Care, including children's mental health services, the child welfare/foster care system, and the juvenile probation system
- Available services and community resources for families, children, and youth in Placer County
- Current laws regarding children's mental health, special education, juvenile probation, and child welfare
- Self-help, recovery, and resiliency concepts, and fundamental principles of peer support and family advocacy
- Cultural competency and the disparities faced by underserved communities in the PMHS
- Basic office record keeping; maintenance of physical and electronic files (including confidential information)
- The following computer functions/operations: email, word processing, spreadsheets/tables, presentations, data entry, internet-based research, downloading and saving files, document retrieval and organization, conversion of file types

Successful candidates will have the ABILITY to:

- Demonstrate equality in relationships with families and the capacity for self-awareness
- Use language that is non-judgmental and non-clinical
- Demonstrate culturally-sensitive and appropriate interaction
- Model effective coping techniques, communication skills, and self-help principles for parents and caregivers
- Provide a consistent source of encouragement and hope to families
- Maintain appropriate interpersonal boundaries with families and coworkers
- Remain dependable, flexible, and adapt to daily changes and challenges that families experience
- Display professionalism in appearance, language, and conduct
- Communicate clearly and effectively with a wide range of groups and individuals from different educational, economic, and cultural backgrounds
- Draft communications that are free of typos, grammatical errors, and misspellings
- Speak in public, facilitate meetings, and make group presentations
- Take personal responsibility for actions, decisions, and results
- Demonstrate critical thinking skills and sound independent judgment
- Remain calm and focused in a hectic work environment
- Maintain confidentiality in accordance with legal, agency, and program standards
- Prioritize and protect the program's and NorCal MHA's interests at all times
- Speak and read Spanish fluently

PHYSICAL AND MENTAL REQUIREMENTS

This position requires employees to:

- Consistently work 7.5 hours each day, 37.5 hours each week, and adhere to a set work schedule
- Frequently drive to/from various locations within Placer County
- Occasionally travel to trainings, conferences, and/or events held in distant locations
- Perform moderate typing and engage in daily computer use
- Remain stationary for most of the workday
- Maintain concentration, focus, and productivity despite frequent interruptions
- Write notes or otherwise record important information
- Communicate with others in person, by telephone, and in writing
- Speak to individuals, groups, and audiences in public



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- Read, understand, and summarize information both verbally and in writing
- Make sound decisions and engage in independent thinking and ongoing problem-solving activities
- Apply effective self-care and coping techniques to manage vicarious trauma and unique work-related stressors
- Regulate emotional responses, especially when dealing with others' challenging behaviors

COMPENSATION AND BENEFITS

Employment at NorCal MHA is strictly at-will and this position is dependent upon continued program funding. Salary for this position begins at \$37,000 per year, with future increases tied to employee performance and available program funding levels. This is a full-time (37.5 hours/week) position that is eligible for overtime pay. Full-time positions at NorCal MHA receive employer-paid medical, dental, vision, and life insurance benefits, along with 13 paid holidays and up to 150 hours (four weeks) of paid time off each year. Full-time employees may also enroll in NorCal MHA's 403(b) retirement plan.

APPLICATION INSTRUCTIONS: PLEASE READ CAREFULLY

You must complete NorCal MHA's [online application](#) by Friday, July 26, 2019. Please note:

- **No late applications.** NorCal MHA will not accept applications submitted after 11:59 pm on July 26, 2019 unless we have officially extended this deadline.
- **Only online applications are accepted.** NorCal MHA will not consider resumes or other application materials submitted by email, fax, or in-person. The link to NorCal MHA's online application is included below.
- **Do your homework.** We want to hire the right person, not a warm body. Learn about our agency, who we are, and what we do before you apply. Check out our website (www.norcalmha.org) and read about our programs. Your application will tell us whether you really want to work at NorCal MHA or just want a job.
- **Be prepared.** Keep a copy of this job announcement with you when you complete the online application, as several questions will ask you to respond to specific information listed in this announcement. You must upload an electronic copy of your resume in the online application. A separate cover letter is not required. The online application asks you to provide the names and contact information for three professional references, so make sure this information is up-to-date and ready to go.
- **Take your time.** The online application takes about 20-30 minutes. You can save your progress at any time and return later to complete your application before the deadline. When reviewing your application, we will consider how your responses reflect your qualities as a potential employee. Your ability to follow instructions and pay attention to detail, as well as your demonstrated thoughtfulness, thoroughness, accuracy, spelling, and grammar all matter. Slow down and make your responses count.

ONLINE APPLICATION LINK: <http://sgiz.mobi/s3/NorCal-MHA-Employment-Application>

If you have any questions about this position or the online application, please contact:

Contact Person Name: Desiree Alarcon, HR Manager
Email/Phone Number: dalarcon@norcalmha.org / (916) 366-4600
Email Subject Line: CSOC Family Advocate Position (Spanish Speaking)