



Family Navigator/ISRS Provider

Job Description

Hours per week	40 hours/week (1.0 FTE), non-exempt, may require some overtime
Supervised by	Family Navigator/ISRS Program Supervisor
Location	Springfield, Oregon
Starting wage range	\$24.15 - \$26.35, depending on qualifications

Overview

Relief Nursery provides comprehensive family support services that are easily accessible to families who are raising children birth through five years of age and who are experiencing high levels of stress. We provide early intervention that centers on building successful and resilient children and strengthening parents. Our staff work as a team to provide a unique array of support, from therapeutic classrooms and outreach programs, to parenting education, substance use disorder recovery support and more.

We are currently hiring for a combination Family Navigator/ISRS Provider in our Springfield, Oregon office to help support this mission.

Family Navigator Overview

The Family Navigator role will assist ODHS Child Welfare referrals for parents and families. The Navigator will assist families in completing items of their case plan and/or other services that are supportive to their success. The Family Navigator will respond to referrals and begin support in a timely manner consistent with the contract requirements, complete all documentation/reported as required and participate in any relevant case staffing and/or family meetings.

ISRS Overview

The purpose of the ISRS Provider is to provide In-Home Safety and Reunification Services (ISRS) in Lane County to safely reduce the number of children who enter or remain in foster care. The focus of ISRS is safety and change. The program provides skills training to adults, children, and adolescents to address safety concerns and implements effective service plan in collaboration with ODHS caseworker and family members. The ISRS Provider will assist families in completing items of their case plan goals set by the caseworker and family. The ISRS Provider will respond to the referral, begin support in a timely manner consistent with the contract requirements, and complete all documentation/reported as required and participate in any relevant case staffing and/or family meetings.

Minimum Qualifications

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they meet every one of the qualifications as described in a job description. We are most interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. If you are interested in applying, we encourage you to think broadly about your background and qualifications for the role.

1. Qualifications include:



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- a. Bachelor's degree in a social service field; or
 - b. A combination of two years' work experience and two years of education and training; or
 - c. Three years of work experience in a social service field working with families from multi-stressed environments
2. Cultural/linguistic competency as per relevant to assigned families
 3. Ability to work with families utilizing a strength-based approach and to offer support to families with multiple risk factors, including experiencing poverty, stress, and other barriers
 4. Knowledge of community resources
 5. Ability to communicate and write professionally
 6. Appropriate training and understanding of all mandated reporting requirements
 7. Ability to comply with all reporting, legal and meeting requirements as per contract
 8. Demonstrated ability to work as a team member
 9. Current First Aid/CPR certification or the ability to obtain certification
 10. Current valid driver's license with acceptable driving record and ability to obtain required insurance coverage

Preferred Qualifications

Preferred qualifications refer to job-related education or training, experience, skills, etc. that are beneficial to the position and Relief Nursery, but not a requirement for the position.

1. Bilingual in English and Spanish
2. Two years of home visiting experience
3. Experience working with and/or knowledge of ODHS Child Welfare services

Responsibilities

Family Navigator

Family Navigators assist referred families who face many barriers, with services designed to remove identified barriers including:

1. Financial
2. Communication and information
3. Child Welfare system barriers
4. Fear and emotional barriers
5. Legal Issues
6. Mental Health Issues
7. Alcohol & Drug Issues
8. Connect parents/families with resources and support systems

Specifically, the Family Navigator:

1. Provides all relevant documentation and reports in a timely and professional manner
2. Participates in supervision and other family meetings as appropriate



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3. Facilitates interaction and communication with child welfare staff and providers
4. Coordinates with CPS workers to ensure required timely contact initiation and face to face meeting with family
5. Conducts respectful, culturally appropriate services **in the client's home** when possible
6. Increases coordination of services and guide the family in navigating the child welfare system, including but not limited to:
 - a. Connecting families with resources and support systems
 - b. Helping parents develop time management skills in order to attend scheduled appointments in a timely manner and occasionally **transporting clients in your personal vehicle** to such meetings or appointments
 - c. Facilitating communications with providers and CPS staff
 - d. Helping to streamline tasks, appointments, and paper work
 - e. Helping parents and families identify and access financial services to pay for case plan needs
 - f. Assisting parents in accessing relevant social services such as housing, parenting classes, transportation, employment and training
 - g. Providing appropriate support in accessing services in order to help decrease parental fear and anxiety
7. Track all interventions, service hours, frequency, and outcomes as required

ISRS Providers

ISRS Providers will provide the following services:

1. **Safety Services.** A protective action or safety plan will outline the Safety Services and conditions designed to control a safety threat through in-home observation, supervision, and specific intervention. ISRS Provider will confirm conditions outlined in the protective action or safety plan and provide Safety Services as required. Protective action or safety plans may include, but are not limited to, the following array of services:
 - a. Supervision and monitoring child(ren) safety by direct observation
 - b. Stress reduction
 - c. Basic parenting assistance
 - d. Respite care
 - e. Social, or emotional support, or both
 - f. Safe housing assistance
 - g. Food/clothing/basic needs
 - h. Assistance to access emergency medical, mental health, and addiction services as needed
 - i. Stabilization of home environment assuring child's needs for stability and safety from potential abusers and dangerous home conditions
 - j. Monitoring and supporting the family's self-managed safety
2. **Ongoing Safety Services Expectations.** ISRS Provider shall provide ongoing Culturally Responsive safety services that include, but are not limited to, the following:
 - a. Maintain and carry out all scheduled appointments which are part of the Safety Service plan



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- b. Follow consistent and planned responses to determine child(ren) safety when the family is not available for scheduled meetings or when the Family does not follow through with scheduled appointments
 - c. Notify the caseworker when the family misses a scheduled appointment
 - d. Hold unscheduled meetings with the family as necessary to assess child(ren) safety
 - e. Assist parents in developing effective communication with their caseworker
 - f. Maintain frequent and regular communication with ODHS and all involved Safety Services providers
 - g. Attend ODHS family meetings and scheduled case staff meetings, as directed by the ODHS Contract Administer, or delegate
3. **Change Services.** ISRS Provider shall provide Change Services utilizing culturally responsive interventions with demonstrated effectiveness for improving Child safety. When services are initiated before final development of the ODHS case plan, ISRS Provider shall use professional judgment to evaluate and report on parental capacity to protect their child(ren) and recommend actions and services to the parents and ODHS which will improve parental care of their child(ren). Change Services include, but are not limited to, the following:
 - a. Crisis intervention services to address the crisis of disclosure of abuse, CPS assessment, and concerns when a significant family member leaves the home
 - b. Working with non-offending caregivers to protect all family members from the disruption of family routines and to help them provide physical and emotional security in the home
 - c. Motivational interviewing, collaborative problem solving, and parent-child attachment coaching sessions.
4. **Basic Home Management Skills.** ISRS Provider shall provide basic culturally responsive home management skill that may include, but are not limited to, the following:
 - a. Meal planning and dietary supports
 - b. Home safety planning and strategy
 - c. Budget development and financial education
 - d. Child activities and supervision
 - e. Time management
5. **Self-Management Services.** Self-management services help families build additional problem-solving skills to eventually become self-sufficient. Services will assist parents to improve the diminished protective capacities that led to their child(ren) being unsafe and will include skill building in problem solving to access needed community services and supports for themselves and their child(ren). Self-management services include, but are not limited to, the following:
 - a. Facilitating access to counseling resources for child(ren) that have experienced trauma through abuse and exposure to domestic violence. This includes:
 - i. Working with the non-offending parent to identify immediate and ongoing needs of child victims, including siblings
 - ii. Identifying and coordinating resources for counseling through commercial health insurance, the Oregon Health Plan, or from Crime Victim's compensation
 - iii. Verifying that a Crime Victim Assistance application is completed for all appropriate Child victims of crime



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- b. Collaborating with existing physical and behavioral health care providers to ensure coordination of services and supports that meet the child(ren)'s needs. This includes:
 - i. Identifying and coordinating resources through commercial health insurance and the Oregon Health Plan to meet health and safety needs of the child(ren) and family
 - ii. Ensure that child(ren) and family have current health care insurance or assist with renewing or obtaining coverage
 - iii. If the child(ren) or family members are enrolled with a Coordinated Care Organization (CCO), assist with connection to CCO Intensive Care Coordination
- c. Providing services as needed to help caregivers access and receive increased social support from family friends and neighborhood programs

Working Conditions

The following conditions apply for workers in the Family Navigator/ISRS Provider position:

- May be required to work afternoon, evenings, and/or weekend hours
- Vehicle travel throughout Lane County
- Transportation of clients in personal vehicle (must be safe and reliable) in various road and weather conditions.
- Provide services in challenging environments; families may be impacted by poverty and other stressors
- Exposure to clients who may use challenging or offensive language with potential for escalation to physical aggression
- Walking up and down stairs, across uneven terrain, and short to medium distances
- Extended periods sitting at work station updating client records, phone work, and client notes
- Mobility and dexterity sufficient to assist clients, handle required job-related functions, and move about the facility

Annual Benefits for Employees

Relief Nursery employees working 30 or more hours per week enjoy a generous benefits package as well as of being a part of an organization that makes the world a safer and better place.

- Medical, dental, and vision coverage (very low employee cost)
- Flexible Spending Account
- Employee Assistance Program (EAP)
- 403(b) retirement plan with employer match
- Up to 64 hours of paid sick leave per year, up to 128 hours of accumulated sick leave
- 5 weeks of paid vacation leave per year
- 2 paid personal days per year (add 1 additional day per each 5 years worked)
- Paid Holidays
- Mileage reimbursement



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- Opportunity for internal growth and promotion, including access to professional development and training opportunities

Interested applicants, please email resume and cover letter to:

Laura Fricke, Family Navigator/ISRS/PSSB Program Supervisor at Laurafr@reliefnursery.org

Pre-employment drug screen (including marijuana), criminal background check, DMV check, and proof of auto insurance required. Position will remain open until filled.

Relief Nursery is an Equal Opportunity Employer and a Drug-Free Workplace