



Parent Support Counselor – Hotline Counselor

POSITION SUMMARY: This position is responsible for providing telephone support & counseling on our Parent Support Hotline and Foster Parent Advice Line. Services include crisis intervention & prevention, education & links to community resources, case management and completing referrals to intra-agency mental health and support services. Additional responsibilities include providing guidance, mentoring, coaching and support to Parent Support Hotline volunteers and interns as assigned. Family Paths is committed to recognizing and serving *all* families, including LGBTQIA, foster, relative and non-relative caregivers, and adoptive families.

The Parent Support Counselor works under the direct supervision of the Family Support Program Manager, and is part of the Family Support Program Team. This position requires the demonstration and commitment to the agency's mission, vision, and values, including a strong commitment to issues of social justice and culturally and linguistically responsive practices. Family Paths embraces the Alameda County Fathers Corps' Father-Friendly Principles.

ESSENTIAL DUTIES:

1. Provide telephone counseling & support, crisis intervention & prevention, information and referrals to intra-agency services and external community resources. Includes on-time callers as well as ongoing phone support and/or case management.
2. Work collaboratively with parent support volunteers/interns, providing guidance, mentoring, coaching and support on assigned hotline shifts, including providing case consultation & assigning casework and/or call backs as appropriate.
3. Complete and maintain required documentation & information, including accurately entering caller information into agency database, case files, and assist in ensuring the agency resource database is maintained and kept up to date.
4. Attend all mandatory meetings, including team & agency meetings, & trainings
5. Other duties as assigned by the program manager

OTHER JOB FUNCTIONS:

1. Participate in pre-service volunteer/intern training, including the development of training modules, evaluating participants, & facilitating assigned modules
2. Periodically participate and/or facilitate outreach events & activities, and/or workshops & trainings in the community

SKILLS REQUIRED:

1. Ability to assess the mental health and support needs of hotline callers, respond calmly in crisis situations and quickly build rapport, and interact with respect, integrity, compassion, and hope.
2. Ability to maintain confidentiality, professional boundaries and effectively manage high levels of stress
3. Ability to communicate effectively and respectfully to caregivers and colleagues (both verbally and in writing) from diverse backgrounds
4. Ability to form collaborative relationships with colleagues from various backgrounds, exercise good judgement, consistency, accountability, and to consultant with program manager when necessary.
5. Attention to detail, excellent time management and organizational skills
6. Ability to be flexible, think creatively, and be open to change

MINIMUM QUALIFICATIONS:

- Master's Degree in psychology, social work (or other related human services degree) or equivalent specialized experience and training working with at-risk parents & families from diverse communities
- Knowledge of child development and positive parenting practices, including laws related to child abuse
- Proficient computer skills (MS Word, Excel, Outlook), database skills, internet and research skills

DESIRED QUALIFICATIONS:

- Licensed MFT, LCSW, or on the licensure track
- Fluent Spanish Speaker and/or culturally diverse background
- Knowledge of Strengthening Families' Framework™, , trauma informed care, positive parenting practices and motivational interviewing interventions.
- Experience providing guidance,, support, mentoring, & coaching staff, volunteers and/or interns
- Experience working on a hotline
- Men/fathers are encouraged to apply

SPECIAL REQUIREMENTS:

- Valid California driver's license, current auto insurance, and a reasonably clean DMV record
- Flexibility to work evenings and weekends as needed.

COMPENSATION: The Parent Support Counselor position is fulltime (based on a 37.5 hour workweek). The annual salary will be \$47,496-51,168 depending on qualifications and experience. An additional 5% differential will be paid for bilingual speaking ability. The position will be based in our Oakland office but will travel between offices and throughout Alameda County.

BENEFITS INCLUDE:

- Group Kaiser and Dental Benefits
- Flexible Spending Accounts for healthcare and dependent care expenses

- Generous PTO plan starting at 4 weeks for vacation, personal and sick time off
- 9 paid Holidays and 2 Float Holidays
- Full week of paid Educational Leave & Development Allowance
- 401K Retirement Plan
- Commuter Benefits Plan
- 529 Education Savings Plan
- Long Term Disability Insurance
- Voluntary Long Term Care Insurance
- Voluntary Aflac Benefits

TO APPLY:

Send your resume and cover letter to Juli Rositas, Family Support Program Manager

Email: jrositas@familypaths.org

Fax: 510-893-2074

Mail: 1727 Martin Luther King Jr. Way, Suite 109, Oakland, CA 94612