

Job Title: Family Support Navigation
Reports To: Director of Family Support Navigation
Employment Status: Non-Exempt

Job Summary:

Responsible for the delivery of the Family Support Navigation Services throughout Oneida County. Will assist families struggling with addiction issues to navigate barriers and connect to services.

Duties/Responsibilities

Program Services:

- Develop and facilitate the delivery of high-quality, results-oriented program.
- Assist families in connecting with Managed Care Organizations; treatment facilities; hospitals; community organizations; and support groups.
- Prepare reports and program outcomes, evaluate results, and strategically plan for future.
- Work with other staff members to ensure a holistic and integrated approach to mission-focused, family support program delivery.
- Collect service delivery data, review reports and program outcomes, evaluate results, and strategically plan for future.

Public Relations and Recruitment:

- Foster the development and implementation of media marketing around all events and programs in support of family.
- Coordinate an agency presence and voice on community committees, events, and coalitions.

CFLR, Inc. Culture:

- Nurture the expectation of high-quality delivery.
- Work with staff and volunteers in achieving the goals and objectives outlined by the organization's Strategic Plan.
- Demonstrate sensitivity to, and respect for, the diverse cultural backgrounds and practices of volunteers, consumers, and staff.
- Foster and promote the CFLR, Inc. Values.
- Seek out and foster collaborative relationships with community agencies, community members and businesses.

Qualifications & Preferred Skills:

- Bachelor's Degree in Human Services with a CASAC and 5 years' experience; Master's Degree in Human Services related field.
- Experience with mental health and substance abuse services, and volunteer management. Strong leadership skills and experience.