

**VOLUNTEERS OF AMERICA ALASKA  
FAMILY SUPPORT COORDINATOR  
POSITION DESCRIPTION**

**Position Title:** Family Support Coordinator

**Reports To:** Director of Outpatient Services

**Objective**

Family Support Coordinator (FSC) acts as a peer navigator for the parents of youth with SED and co-occurring SUD enrolled in the various VOA programs. The FSC actively engages the parents in the treatment process, helps them navigate through treatment, mental health and juvenile justice systems, and provides them with support and skills so they can support their child in the treatment process. This role serves as a family peer navigator of the continuum of services VOA provides in addition to local and state resources to ensure our families are connected with resources that improve the quality of their lives.

**Essential Functions, Duties & Responsibilities**

***Family Support***

- Engages the parents in the treatment process.
- Helps parents and youth navigate through treatment, mental health and juvenile justice systems.
- Acts as a resource for families.
- Links families to needed services in the community.
- Attempts to have weekly contact and informal support to parents and caregivers.
- Act as a bridge between parents and counseling staff.
- Facilitates the weekly parent support group.
- Attends clinical staff meeting.
- Helps parents have a voice in regards to the type of services delivered.
- Represents parents in program development to ensure that services are family friendly and effective.
- Engage alumni families into being a resource for current families.
- Assist in linking youth and families to positive community activities.
- Follows 42 C.F.R part 2 and HIPAA privacy and security federal confidentiality regulations.

**All other duties as assigned**

**Knowledge, Skills and Abilities**

- Bachelor's Degree preferred; High School Diploma/ G.E.D.

- Experience similar to the parents served preferred
- Familiarity with substance abuse and mental health services
- Knowledge of Community Resources
- Excellent writing and communication skills
- Ability to work flexible hours (including days, evenings and weekend hours.)  
Ability to travel if required (must have own transportation.)

**Working Conditions**

The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Works in office areas. Interacts with staff, consultants, and outside vendors. May be subjected to interruptions throughout the workday.
- While performing the duties of this job the employee is frequently required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to lift up to 25 pounds. The vision requirement includes close vision.

**Acknowledgement**

*Every effort has been made to identify the essential functions of this position. However, this job description in no way states or implies that these are the only duties you may be required to perform. The omission of specific descriptions of duties does not exclude them from the position if the work is similar, related or can be considered essential to this position.*

*I have read and understand this job description and fully understand the requirements set forth herein. I accept the position and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I further understand that my employment is at-will; that my employment may be terminated at-will by Volunteers of America Alaska or myself, with or without notice for any reason not expressly prohibited by law.*

\_\_\_\_\_  
Printed Name of Employee

\_\_\_\_\_  
Date: \_\_\_\_\_

Signature of Employee