

FAMILY SUPPORT SPECIALIST TRAINER AND COACH

JOB TITLE	Family Support Specialist (FSS) Trainer and Coach
REPORTS TO (title)	Workforce and QI Director
DEPARTMENT/REGION NAME	Statewide Training Program
FTE	1.0/Full Time
FLSA	Exempt
PAY GRADE	13

OFSN strives to create a team of engaged employees who represent diverse backgrounds, languages, points of view and experiences. We understand that achieving equity is a continuous process, and we work to maintain the highest standards of ethics, transparency, and accountability.

OFSN is a family run organization that values those who have direct experience raising a child with significant mental, behavioral or other complex health challenges. OFSN gives preference to hiring individuals who have this direct experience.

PRIMARY PURPOSE

The Family Support Specialist (FSS) Trainer and Coach elevates the family voice in collaboratively developing and delivering peer delivered services training curriculum and works closely with other trainers and workforce experts to deliver OFSN’s state approved Family Support Specialist certification training and ensures that all state requirements are met before authorizing certification. This trainer both coordinates and supports the delivery of training and is responsible for creating, updating and adjusting training in alignment with workforce best practices and state requirements including recertification, quarterly reporting, state mandates and other state administrative requirements. The FSS Trainer and Coach develops and delivers intensive training for the workforce, coordinates delivery of the state Peer Coach Certification Program and is responsible for identifying emerging trends and providing coaching for Family Support Specialists external to OFSN.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Training Development and Delivery (50%)

- Use evidence based and best practices for curriculum development and training delivery.
- Positively engage with training participants and use adult learning theory and popular education practices in training delivery. Provide a positive perspective, model effective communication and demonstrate a positive peer role.
- Communicate effectively with family members, community supporters, educators, staff, family partners and others to develop respect and trust, facilitate collaboration, and progress towards goals using a strengths base approach.
- Uses Zoom or other online platforms to deliver virtual training to families and Family Support Specialists across the state.
- Develop online/virtual training courses within a learning management system.

- Identifies workforce experts and coordinates delivery of training that aligns with the state approved certified FSS training curriculum.
- Maintains certified FSS Foundations training by meeting all state requirements

Peer Coaching (40%)

- Plan, conduct, and administer a statewide Coaching Certification program that aligns with the FSS core competencies.
- Track coaching referrals, assessing effectiveness of coaching and reporting data as requested.
- Provide technical assistance through in person and virtual coaching consultation, individual and group coaching
- Develop document briefs, online resources, and other materials that support the coaching certification process and the FSS workforce competencies
- Provide regularly scheduled technical assistance and coaching to the peer practice for Family Support Specialists internal and external to the organization

Administrative (10%)

- Access and secure confidential information and training materials including proprietary information.
- Track and report workforce and training data as requested and maintain compliance with contract deliverables as assigned.
- Produce and maintain accurate and timely documentation according to the assigned schedule (e.g., scheduled reports, timesheets, and other paperwork as required).

OTHER DUTIES AND RESPONSIBILITIES

- Participate in statewide committees, task forces and commissions as assigned.
- Work as part of a collaborative statewide training team.
- Facilitate groups with a specific outcome that aligns with the family support practice or advocacy.
- Provide outreach or serve as a key contact to specific communities as assigned.
- Other duties as assigned or needed by the organization.

QUALIFICATIONS

- Direct experience as a parent or primary caregiver who has navigated multiple child-serving agencies, including but not limited to, mental health, addiction treatment services, child welfare.
- Must be able to meet all state requirements and be registered as a Traditional Health Worker with a specialty of Family Support Specialist within 6 months of hire.
- Ability to articulate the experience and perspective of a parent/caregiver of a child with complex needs to build mutuality with families.
- Excellent written and verbal communication skills, and ability to present and work with diverse audiences, specifically racial, ethnic, gender expression, socioeconomic, education, spiritual and alternative cultural backgrounds.
- Must be able to pass preemployment requirements, which includes a criminal and abuse background check.
- Ability to deliver complex curriculum to specific and general audiences.
- Must be able to work with multiple projects within tight timelines and deadlines.
- Demonstrate excellent organizational and time management skills and possess excellent presentation and facilitation skills.

- Proven ability to work independently and part of a team.
- Have reliable transportation, valid and current automobile insurance, and an insurable driving record, or access to reliable transportation.
- Comprehensive knowledge of, or ability to use, Microsoft Office (such as Word, Excel, PowerPoint), database, and electronic health record software, and virtual platforms (such as Zoom and Google Meets).

1. PHYSICAL DEMAND - Use the following to indicate the type, amount, and frequency of physical effort typically required to perform the essential functions of the job acceptably; including the work positions in which the effort is applied. Physical effort refers to manual effort and may include lifting, moving, pulling, pushing, carrying, manipulating, shoveling, etc.

A. The physical effort typically applied in this job includes (check all applicable boxes):

<input checked="" type="checkbox"/> Lifting	<input type="checkbox"/> Pulling	<input checked="" type="checkbox"/> Reaching	<input type="checkbox"/> Manipulating
<input checked="" type="checkbox"/> Carrying	<input type="checkbox"/> Pushing	<input type="checkbox"/> Shoveling	<input checked="" type="checkbox"/> Keying/typing
<input type="checkbox"/> Other (specify)			

B. Check the box that best reflects the amount of effort typically applied and the frequency of application (Note: Whereas the following chart refers to lifting, any equivalent effort may be substituted):

Amount of Effort Applied	% of Time Effort is Applied			
	Less than 15%	15% to 40%	40% to 70%	More than 70%
Less than 1lb.				X
Between 1 & 5 lbs.			X	
Between 5 & 25 lbs.		X		
Between 25 & 60 lbs.				
More than 60 lbs.				

C. The effort reflected in the above chart is typically applied in the following work positions (check those applicable):

<input checked="" type="checkbox"/> Sitting	<input checked="" type="checkbox"/> Standing	<input checked="" type="checkbox"/> Walking
<input type="checkbox"/> Stooping	<input checked="" type="checkbox"/> Bending	<input type="checkbox"/> Confined
<input type="checkbox"/> Other (specify)		

2. MENTAL OR VISUAL DEMAND - Check the statement below that best describes the degree of mental and/or visual fatigue typically sustained through the application of mind and eyes in performing the job (please edit statement as needed to fit job):

<input type="checkbox"/>	Occasional mental and/or visual attention; the operation performed is either close to being automatic or the duties require attention only at long intervals.
<input type="checkbox"/>	Frequent mental and/or visual attention; the flow of work is either intermittent or the operation involves waiting for a machine or process to complete a cycle with intermittent checking or inspection involved.
<input type="checkbox"/>	Continuous mental and/or visual attention; the work is either repetitive or diversified requiring constant alertness to monitor the production process and/or identify defects.
<input checked="" type="checkbox"/>	Concentrated mental and/or visual attention; the work involves performing complex tasks to very close accuracy and quality specifications; or a high degree of hand and eye coordination for sustained periods.

	Intense and/or exacting mental and/or visual attention; the work involves visualizing, planning, laying out, or otherwise performing very involved and complex work.
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3. WORKING CONDITIONS - Use the following to indicate the presence, relative amount of, and continuity of exposure to disagreeable elements typically found in the physical work surroundings.

A. Identify the kinds of disagreeable elements incumbent would typically be exposed to in the work area (check all applicable boxes):

<input type="checkbox"/> Dust	<input type="checkbox"/> Dirt	<input type="checkbox"/> Heat	<input type="checkbox"/> Cold
<input type="checkbox"/> Fumes	<input type="checkbox"/> Noise	<input type="checkbox"/> Vibration	<input type="checkbox"/> Water
<input type="checkbox"/> Other (specify)			

B. Check the statement below that best describes the physical surroundings or conditions under which the job is typically performed and the extent of exposure to the disagreeable elements noted above (please edit statement as needed to fit this job):

	The job is typically performed under very comfortable working conditions; any disagreeable elements are generally absent during normal performance of job.
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X	Work is typically performed under reasonably good working conditions; while exposure to any or all of the above elements may occur, such exposure is generally not present to the extent of being disagreeable.
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	The job is often performed under somewhat disagreeable working conditions; exposure to any or all of the above elements is likely, with at least one present to the extent of being disagreeable.
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	The job is continuously performed under disagreeable working conditions; exposure to any or all of the above elements is probable, with several being present to the extent of being objectionable.
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	Work is continuously performed under extremely disagreeable working conditions; exposure to many objectionable elements is both continuous and intensive.
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4. ATTENDANCE - While all employees are expected to comply with company attendance standards, the nature of some positions may require different standards in order to fulfill the essential functions of the job. Indicate below if compliance with the general company attendance standards is acceptable, or if different standards apply (please be specific):

Compliance with general company standards while in office, traveling or in communities.
 Extensive travel and some overnight stays in Oregon will be required.
 Some weekend and evenings will be required.
 Work schedules often vary and require flexibility based on organizational needs.
 May require remote or virtual work and training delivery.
 Requires regular and reliable attendance.

5. SAFETY - While all employees are expected to comply with company attendance standards, specific practices as identified through job safety analysis (JSA) may be required. (JSA attached) Indicate below if compliance with the general company safety standards is acceptable, or if different standards apply (please be specific):

Compliance with general company standards.
 Additional safety precautions apply, including communicating status of location, adhering to safety protocols for community-based work and emergency situations.

6. EEO CLASSIFICATION - This section should be completed by the Human Resources Department. It classifies positions for specific state and federal reporting requirements.

<input type="checkbox"/> Executive/Senior Level Managers (1.1)	<input type="checkbox"/> First/Mid-Level Managers (1.2)	<input checked="" type="checkbox"/> Professional (2)	<input type="checkbox"/> Technician (3)
<input type="checkbox"/> Sales (4)	<input type="checkbox"/> Administrative Support Workers (5)	<input type="checkbox"/> Craft Worker (6)	<input type="checkbox"/> Operative (7)

Laborer (8)

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7. SIGNATURES & DATES - NOTE: Because jobs change, management reserves the right to add to or change the duties of the position at any time.

<i>Immediate Supervisor</i>	<i>Date:</i>	<i>Next Level of Management</i>	<i>Date:</i>
<i>Human Resources</i>	<i>Date:</i>	<i>Employee</i>	<i>Date:</i>