

Parent Support Counselor I

Family Paths, Inc.

Family Paths is a non-profit agency that has provided mental health and family support services to strengthen families and prevent child abuse since 1972. Family Paths offers a fun and supportive team environment, a commitment to training, opportunities for growth, and an excellent benefits package. We are an agency that is actively engaged in multicultural organizational development and respects and values the diversity of the communities we serve and the staff who work here. Family Paths serves all of Alameda County with offices in Oakland and Hayward.

Position Description:

Under the administrative and supervision of the Family Support Program Manager, the Parent Support Counselor II is responsible for providing telephone support & counseling on our Parenting Stress Helpline.

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.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Provide telephone counseling & support, crisis intervention & prevention, information and referrals to intra-agency services and extremal community resources. Includes on-time callers as well as ongoing phone support and/or case management.
- Shift duties: Take incoming calls, make assigned callbacks, check voicemail. Complete required documentation of calls and intra-agency referrals into the Agency database.
- Assist in ensuring the agency resource database is maintained and kept up-to-date, as needed.
- Attend all team and agency meetings as required.
- Other duties as assigned.

REQUIREMENTS, QUALIFICATIONS, SKILLS & ABILITIES:

- Master's Degree in psychology, social work (or other related human services degree) or 2 years of 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.

Desired Qualifications:

- Proficient computer skills (MS Word, Excel, Outlook), database skills, internet and research skills.
- Licensed MFT, LCSW, or on the licensure track.
- Fluent Bilingual Spanish or Cantonese Speaker and/or culturally diverse background.

- Knowledge of Strengthening Families' Framework™, trauma informed care, positive parenting practices and motivational interviewing interventions.
- Experience working on a hotline

Special Requirements:

- Must pass criminal records clearance.
- Available to work evenings, overnight and/or weekends standby shift.
- Remote position, work from home. Required to have a computer and phone access.

Work Environment:

- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is:

- Frequently required to sit.
- Frequently required to utilize hand and finger dexterity.
- Frequently required to talk or hear.
- While performing the duties of this job, the noise level in the work environment is usually moderate.
- Specific vision abilities required by this job include: close vision; (on a computer or reading documents).

COMPENSATION: \$24.77 - \$25.39. Pay rate is commensurate with education and experience and competitive in the non-profit environment. Bilingual pay differential may apply for providing services in a language other than English.

LOCATION: Oakland

WORKING CONDITIONS: Due to COVID 19, employees are working remotely until further notice, with an option to work in office if appropriate.

EMPLOYEE STATUS: On- Call

WEEKLY HOURS: On-Call (*Full Time positions are based on a 37.50 work week*)

TO APPLY: Send your resume and **cover letter** to Erica Hilton. **Resumes without cover letters will not be reviewed.**

Email: ehilton@familypaths.org

Fax: 510-893-2074

Website: www.familypaths.org