

## SPECIAL SERVICE FOR GROUPS

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<b>Title:</b> Parent Partner Children Outreach and Triage Team (COTT)	<b>Division:</b> APCTC
<b>FLSA:</b> Non-Exempt	<b>Supervisor:</b> COTT Program Coordinator
<b>Rate:</b> DOE	<b>Revised:</b> March 4, 2020

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- Summary

Under the direction of the COTT Program Coordinator, the Parent Partner acts as a role model, and provides guidance and support for consumers and their families.
- Essential Functions
  - Provide assistance to parents in supporting client's recovery. Assist parents to manage triggers and symptoms that may lead to mental health crisis.
  - In collaboration with the treatment team, assist parents to identify services and/or programs that will be beneficial for clients.
  - Work actively with the treatment team in developing effective outreach and engagement strategies.
  - Demonstrate an ability to develop respectful interpersonal relationships with clients and families while maintaining appropriate boundaries
  - Assist parents during the process of client being hospitalized. Arrange/provide transportation for parents, educate them on what to be expected, provide support during discharge planning.
  - Support parents by providing assistance during court hearings, initial mental health/medical/SSI/housing appointments, etc.
  - Participate in Children and Family Team Meeting (CFT). Empower parents by eliciting their voice and choice in the process, advocating for the family.
  - Contribute to the development of the crisis plan and modeling and coaching parent on behavioral medication strategies.
  - Help parents and their families identify, understand and combat stigma and discriminating associated with mental illness and develop strategies to reduce stigma.
  - Participate in Program meetings and provide ideas and input for effective service delivery
  - Complete documentation and billing as required
  - Overtime, holiday, or weekend work may be required.
- Secondary Functions
  - Attend regular supervision meeting with Program Coordinator to assess performance and other issues.
  - Attend training to improve job skills.
  - May coordinate and perform special activities for clients.
  - Provide other duties requested by Program Coordinator.
- Minimum Qualifications - Knowledge, Skills and Abilities Required
  - Currently receiving mental health services; in stable condition; and able to work or
  - Have family member/s with mental illness and know public mental health system. Must be able to identify recovery principles and explain their recovery process.
  - Bilingual and fluent in any of the following Asian languages: Cambodian, Chinese, Japanese, Korean, Laotian, Tagalog, Thai and Vietnamese
  - Has skills necessary to work with people with mental illness
  - Eligibility of employment. Proof must be submitted.
  - Background check
  - Regular attendance required

- Non-Essential Qualifications (optional) - Knowledge, Skills and Abilities
  - Computer skills
- Supervisory Responsibilities  
None
- Environmental Conditions (Working Conditions)  
Environmental conditions include office and field setting. Staff may be exposed to highly or moderately aggressive clients, other risky, or potentially dangerous situations.
- Physical Requirements  
Job requires at least 60 to 90 minutes sustained sitting and listening, at least 120 minutes of sustained writing and/or typing medical charts, and customary talking, walking and carrying to perform mental health service.

Parent/Peer Partner will use non-violent crisis intervention skills to intervene clients' hostile behavior or any other crisis situations.

- Mental Requirements  
Parent/Peer Partner is required to process information; think; conceptualize; develop effective rehabilitative plan; and deliver appropriate services.  
  
Parent/Peer Partner must be able to accommodate to distractions and interruptions due to emergency situations, uncontrollable changes in work schedules and clients appointments, and exposure to inappropriate behavior and languages of others.

I have been given a copy of this Job Description. I understand that I may be asked to perform duties not listed on the description and that management may change this position description at anytime, according to Agency needs.

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Employee Name (Please Print)

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Employee' Signature

\_\_\_\_\_  
Date

*Special Service for Groups is an Equal Opportunity/Affirmative Action Employer*