



Families On The Move of New York City, Inc. (FOTM)  
*Yesterday, Today, Tomorrow...Families On The Move.*

## **Peer Family Advocate Job Description**

The primary job function of the Peer Family Advocate is to: engage, advocate, communicate, and address the needs of families with children and youth that have emotional, behavioral, mental health and or substance use challenges who are receiving services at the NYCCC, including South Beach Psychiatric Center, RFK PS 169, JBFCS Residential Treatment programs, Astor Case Management Services, and any other program(s) FOTM is contracted to provide services.

The Peer Family Advocate also provides transitional services and educational workshops to families. Promotion of quality services, family empowerment, and provision of support to family members are essential features of this position. To meet the diverse needs of families served, schedules may vary and staff can be reassigned at any time based on program needs. Peer Family Advocates are mandated reporters and must follow the guidelines of reporting child abuse and or neglect.

## **Qualifications/Requirements**

Must have:

- A High School Diploma, or its equivalent (GED), college experience is a plus; good verbal and written communication skills.
- Be a parent of a child with an emotional and or behavioral challenge and have experience navigating the children's mental health, substance use, juvenile justice, special education, and or child welfare systems as well as other child-serving and family-serving systems.
- Experience working closely with families advocating with, and on behalf of with youth who have emotional, behavioral, substance use, and or mental health challenges
- Experience in either of the following child various serving systems: Mental Health, Child Welfare/Administration for Children's Services (ACS), Juvenile Justice, Substance Use, Office of Children and Family Services, and or Special Education
- The ideal candidate must also pass the State Central Registry for child abuse and neglect and the Criminal Justice's fingerprinting process.
- Peer Engagement. The ability to connect and engage with parents, families, and caregivers of youth. Peer engagement is 90% of the Peer Family Advocates' role and responsibility. This also includes engagement with staff and partner agency staff.
- Family Advocate is required to complete the Family Peer Advocate Credential, PEP training, FDC training (and successfully pass the exam), OMH New Employee training, Safety In the Community training, FOTM's Just the Basics Advocates' training, EHR AWARDS training, Mental Health First Aid, and Peer Recovery Coach training within one year of initial hire date if they have not done so already, and any other additional training identified.
- Ability to complete paperwork promptly, flexible, willingness to travel, and engage and work well with others.
- Computer literate with the ability to navigate computer software applications successfully (i.e., Microsoft WORD, PowerPoint, Zoom, etc.)
- Collaborates with others to develop and publicize family support groups, recreational activities, educational workshops/training.

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### Qualifications/Requirements (continued)

- The Peer Family Advocate acts as a single point of contact and advocates for parents and families to ensure their needs are met.
- Outreach and presentations to schools and other community-based providers as needed.
- Develop and facilitate support groups and provide educational workshops.
- Organize and support social and recreational activities organized for families.
- Provide parents, families, and caregivers of youth (PFC) with face-to-face and telephone support, information, and referrals as needed.
- Maintain and organize a list of community and other resources.
- Maintain confidentiality of information in records of families in the program and; follow and abide by all HIPAA laws and regulations.
- Assist families with transitional services and linkages to community resources.
- Attend monthly citywide family advocate meetings.
- Attend annual family support state and national conferences.
- Work with socially, economically, culturally, and ethnically diverse groups in a mutually respectful manner using a strength-based approach.
- Participate in morning rounds meetings, councils, committees, and work-groups representing PFC voice when needed to promote PFC involvement in the child's decision-making process in the various child-serving systems, governance, program planning, development, and implementation.
- Participate in workforce development training when offered.
- Travel is required at 75%.
- Always conducts oneself professionally.
- Maintains appropriate professional boundaries with families and other service recipients served.
- Peer mentor.
- Maintain up-to-date case notes within the EHR (AWARDS) database and conduct self-audits to ensure accuracy and consistency of information entered.
- Reassignment of duties and program reassignment based on program needs.
- Adheres to guidelines of a mandated reporter of child abuse and or neglect.
- Must possess the ability to telework as needed working their regularly scheduled hours. This includes intermittent work from the assigned work/job site. The Peer Family Advocate must check e-mail and other correspondence (i.e., text messages, etc.) regularly throughout their respective shift and be available via e-mail, phone, and any other method of communication established by FOTM (i.e., Zoom, etc.). Telework requires the employee to certify that their remote location includes a safe, private and quiet space sufficient to allow them the ability to perform their core duties (i.e., contacting and engaging with PFC's, provide workshops and training, etc.) while maintaining HIPAA compliance.
- Must be able to work autonomously while performing duties via telework.

The Peer Family Advocate reports to the Program Coordinator or other as assigned.

Position Status: Non-exempt

Employment is At-Will