



**The Alcohol and Substance Abuse
Prevention Council, Inc.**
125 High Rock Ave
Saratoga Springs, NY 12866
Phone 518-581-1230
www.preventioncouncil.org

Position Title: Family Support Navigator (FSN)

Reports To: Healing Springs Supervisor

Salary Range: \$21.50 - \$23.00 hourly

Date: September 2026

FLSA Status: Non -Exempt, Full-Time

Position Summary: The Family Support Navigator (FSN) promotes and delivers services throughout Saratoga County by assisting families impacted by a substance-related disorder or other behavioral addiction including gambling. The FSN provides hope, support, education, and resource assistance to help families navigate their loved one's substance use and start their own recovery. The FSN will use their lived experience as the basis for assisting families, by offering person-centered support, advocacy, skill development, and referrals. Support will occur via direct contact within the community, at Healing Springs Recovery Center, or telephonically. In addition, the FSN will be expected to actively participate in community outreach programs including, but not limited to, addiction awareness panels, family services, and community meetings.

Major Accountabilities:

- Create a welcoming environment for all visitors and incoming calls to Healing Springs Community and Outreach Center;
- Effectively engage with individuals/families who want to start recovery or learn more about the recovery journey;
- Engage with families who want to better understand their loved one's substance-related disorder and learn effective communication strategies;
- Work within a team and maintain a collaborative relationship with all outside groups and agencies while maintaining HIPAA and confidentiality practices;
- Support families in pre-crisis or crisis situations;
- Teach families recovery skills, based on shared life experiences and Invitation to Change model;
- Link families with needed community resources and services;
- Share information with families regarding benefits, entitlements and other support for self and their loved one;
- Participate in community outreach events and training sessions to increase public understanding of addiction and recovery and its impact on family systems;
- Provide Narcan and harm reduction training for individuals/groups;
- Provide outreach to help participants connect with desired and appropriate services;
- Attend weekly team meetings;
- Complete all reports and paperwork in a timely manner;
- Other duties as assigned.

Qualifications:

- 1-3 years of experience working in a health and human service agency;
- Lived experience with personal or family addiction, preferred;

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- Working knowledge of treatment, recovery, and support services;
- Ability to model behavior consistent with the mission of the Prevention Council and the Healing Springs Recovery Community Center;
- Strong verbal and written communication skills, interpersonal skills, computer skills;
- Innovative interpersonal approach to adults, families and peers;
- Willingness to work a flexible schedule (including occasional evenings and weekends) and travel primarily throughout the agency's geographic area;
- Current valid driver's license, and proof of vehicle insurance.