

# **Job Description**

**Position Title: Family Support Navigator (FSN)**

Monday-Friday (Additional as needed)

**Reports To:** Associate Director

**FLSA Status:** Non-Exempt, Full-time

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**Position Summary:** The Family Support Navigator (FSN) promotes and delivers services throughout Saratoga, Warren and Washington counties by assisting families struggling with a family member living with addiction. The FSN provides introductions to community assistance agencies and insurance providers and assists in navigating barriers to addiction treatment and recovery services. The FSN provides the following for individuals/families: face-to face office visits, crisis management, assistance with social service needs and other life issues.

## **Major Accountabilities:**

- a. Develop and facilitate the delivery of a high-quality program assisting families in connecting with Managed Care Organizations; treatment facilities; hospitals; community organizations; and support groups.
- b. Seek out and foster collaborative relationships with community agencies, community members and businesses.
- c. Work with staff and volunteers at the Recovery Centers in Hudson Falls and Saratoga Springs in identifying and providing needed family services.
- d. Demonstrate sensitivity to, and respect for, the diverse cultural backgrounds and practices of volunteers, consumers, and staff.
- e. Prepare reports and program outcomes, evaluate results, and strategically plan for future.
- f. Collect service delivery data, review reports and program outcomes, evaluate results, and strategically plan for future.
- g. Maintain inventory and provide training of Narcan for individuals and community.

## **2. Public Relations and Recruitment:**

- a. Develop and implement media marketing around all events and programs in support of families impacted by addiction.
- b. Participate in community forums and workshops to educate the public, community leaders and other agencies as to the services offered by FSN
- c. Participate in community committees, events, and coalitions.

## **Requirements:**

- Available five days a week (M-F) with occasional evening/weekend meetings. Reliable transportation a must & mileage is reimbursable.
- Position is contingent on successful completion of a Background & DMV Checks

## **Qualifications:**

- 1-3 years' experience working in a health and human service agency
- Lived experience with personal or family addiction, preferred.
- Working knowledge of treatment, recovery, and supportive services
- Strong verbal and written communication skills, interpersonal skills, and computer skills
- Innovative in 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, proof of vehicle insurance, and vehicle availability

**Physical Requirements**

- Sitting for long periods
- Standing
- Walking
- Driving

The Prevention Council is an equal opportunity employer.