



Job Description: Family Support Specialist

Job Type: Part Time (20 hours week)

Location: DMH Canton Area

Have you traveled or are you traveling the mental health journey with your child, youth, or young adult? Do you feel passionate about helping other families who are doing the same and making a positive impact on systems and services? If so, then this job may be for you!

Parent/Professional Advocacy League, Inc. (PPAL) is a vibrant, impactful nonprofit working to make life better for families of children, youth, and young adults with mental health needs. PPAL works with families throughout Massachusetts who need help navigating services in mental health, juvenile justice, school, and other systems, at no cost to them. We work in close partnership with other community and state agencies with the goals of supporting families, nurturing parent leaders, and improving systems. More information about PPAL can be found at <https://ppal.net>.

As a Family Support Specialist (FSS), you would be responsible for (i) providing information, support, and education to parents/caregivers in obtaining services for their children and family with mental health needs and becoming the best advocate they can be for their child(ren); (ii) doing outreach in the community to reduce mental health stigma and make PPAL's services known; and (iii) participating in policy/systems meetings and events to influence improvement in mental health access and services in MA. PPAL will provide training.

You *must* have experience raising a child, youth, or young adult with emotional, behavioral, or mental health needs, and a strong desire to support PPAL's mission of improving mental health and wellbeing of children and families.

This position is currently hybrid – office (Westborough, MA), home, and community-based - generally during M-F business hours. You must have reliable transportation. Bilingual candidates preferred.

Interested? Here are some of the things you would be doing:

- Working with families one-on-one to provide emotional support, referral resources, and education around the mental health system, appropriate services for their family, their child's rights, school-related issues, skill-building, effective communication, and advocacy at the local and state levels.
- Facilitating support groups and workshops for families as needed.
- Outreach in the community to schools, organizations, and professionals to inform them of PPAL's services and reduce mental health stigma.
- Representing PPAL and its families in a positive and professional manner at all times; consistently communicating PPAL's mission and vision.
- Promoting diversity in culture, religion, race, education, socioeconomics, and gender identity and expression, among others, and regularly demonstrating cultural humility, a desire to learn, and a desire to effectively address disproportionality and barriers to equality.

You're a good fit if...

- You have raised or are raising a child, youth, or young adult with emotional, behavioral, or mental health needs.

- You are compassionate, passionate, and motivated.
- You have navigated resources and systems for yourself or others.
- You can share your experience and perspective as a parent/caregiver of a child with emotional, behavioral, or mental health needs to build rapport with families.
- You are a good listener and value open, effective, and timely communication with others.
- You respect and value collaborators with differing perspectives and interests.
- You have good judgment, are kind, and tactful.
- You can manage your time and meet deadlines.
- You have excellent follow-through and ability to consistently document activities.
- You are comfortable with technology, have good computer skills, and can plan and conduct online meetings.
- You can accommodate some evening and weekend work.
- You have a valid MA drivers' license, and access to a car (driving is required.)

If this describes you, then let's talk! Submit your resume and a cover letter (including your personal experience with children's mental health) to info@ppal.net.

This is a 20 hour a week position with a salary range of \$20 to \$22 per hour. Benefits include generous PTO and holidays.