



# FOSTER & ADOPTIVE CARE COALITION

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## FOR EVERY CHILD... A PLACE TO CALL HOME

### Navigation & Support Specialist

<b>Department:</b>	Specialized Support	<b>Date Prepared:</b>	2/21/2022
<b>Prepared by:</b>	Paula White	<b>Reports to:</b>	Director of Navigation & Support
<b>FSLA Status:</b>	Full-Time, Exempt		

### Summary of Position

Multiple systems serve children in foster care with the highest level of mental and physical health needs. These systems function independently and often at cross-purposes, resulting in poor outcomes for youth. The Navigation and Support Specialist theory of change is to create a practice-level System of Care created for each youth and family served. The intention is for these systems to function as an accountable, cohesive network that meet the youth and family's needs. Services are designed to be culturally sensitive, trauma informed, and evidence-based or promising practices to ensure the youth will have improved outcomes that results in placement stability.

The Navigation and Support Specialist acts as care coordination consultant, helping the youth and family navigate multiple systems by: Engaging the youth and family; Being a single point of contact; Facilitating communication among providers; Tracking outcomes; Providing referrals and linkages; Managing transitions; Providing supportive follow up. The Navigation and Support Specialist helps the family drive the service plan to completion, navigating systems, and overcoming barriers.

Navigation services are tailored to the youth's specific plan and may include some or all of the following:

- **Mental Health Services Navigation:** to include the Department of Mental Health, BJC, Hopewell, Compass, Places for People, etc. Youth will experience continuity of mental health services or secure first-time services, as many youth are erroneously denied benefits.
- **Life Skills Systems Navigation:** to include service beyond those offered by Chafee, such as Easter Seals Midwest, St. Louis ARC, Bridges, etc. for household maintenance, meal planning, personal care, etc.
- **Social Security/Disability Services Navigation:** Youth who qualify will receive benefits when they transition to independence.

**Address**  
1750 S Brentwood Blvd., Suite 210  
St. Louis, MO 63144

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Office: 800.FOSTER.3 (314.367.8373)  
Fax: 314.241.0715

**Website**  
[www.foster-adopt.org](http://www.foster-adopt.org)



- **HUD/Affordable Housing Navigation:** Youth will be guided through the complex intersection of housing vouchers, eligible housing opportunities, as well as practical concerns such as location and accessibility to meet life, work, and family needs.
- **Employment/Workforce Development Navigation:** to include the Department of Vocational Rehabilitation, STL Community College, SLATE, etc. (the goal is a living wage). Youth will receive an assessment for interest and suitability, be connected with resources to start on that path, and secure relevant supports to ensure the youth is able to sustain employment.
- **Placement Stability Navigation:** If living in a foster home, youth will receive placement navigation services to ensure they are in a home which will meet their physical, mental, behavioral, emotional, and cultural needs.
- **Family and Community Navigation:** Youth will be connected to safe and appropriate family and friends to establish a caring community who will help guide the youth through young adulthood.
- **Transition Services Navigation:** Upon emancipation, youth will not lose access to their therapeutic services, doctor, dentist, pharmacy, medication, or any other needed support during their transition to independence.

## **Essential Functions & Responsibilities**

- Navigates the above systems.
- Facilitates team discussions that allow members to focus on the common goal of successful placement.
- Provides wraparound services by cultivating and networking with resource and referral services and supports within the community.
- Understands relevant policy and have a high comfort level researching gaps in knowledge.
- Directs families and professionals through case-based advocacy situations.
- Utilizes knowledge of complex-developmental trauma and attachment-based strategies to educate parents and caregivers about the unique issues surrounding adoption and guardianship, child development, loss, grief, attachment, and trauma.
- Respects and demonstrates understanding for differences including the ability to interact effectively with individuals regardless of race, religion, gender, gender identity and expression, national origin, sexual orientation, age, disability and socioeconomic status.
- Receives and responds to training, coaching, supervision, and feedback; works well in team setting.
- Responds to communication from families and professionals in a timely manner.
- Visits with the child and family in-home or in the community to address concerns that relate to placement stability. (virtually during pandemic restrictions)
- Participates in team and agency meetings and/or individual professional consultations. Majority of these meetings should be attended in person (virtually during pandemic restrictions).
- Completes thorough, professional, and timely documentation (i.e. intake forms, assessment, progress and activity notes, progress maintenance plans and closing summaries)
- Follows procedures for meeting with, calling, and consulting supervisor.
- Completes daily activity log.

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- Navigates and uses various software packages to obtain, collect, and track program data in a timely manner as required by the funder and/or the Foster & Adoptive Care Coalition. This includes but is not limited to Salesforce.

## **Department Specific / Non-Essential Functions**

- Other duties as assigned with or without accommodation.
- Supports the Coalition’s mission – attend special events, training events, and other “all hands on deck” activities

## **Qualifications & Requirements**

### **Education**

- Bachelor’s Degree in Social Work or related field

### **Experience**

- Demonstrated experience collaborating with multi-disciplinary teams utilizing innovative strategies to overcome obstacles

### **Preferred Skills / Qualifications**

- Good written and verbal communication
- Strong organization
- Superior time management
- Team facilitation
- Conflict resolution and negotiation
- Adaptation and flexibility
- Ability and comfort working with diverse populations in various environments
- Basic knowledge of Microsoft Office programs
- Vehicle, automobile insurance, and valid driver’s license required.

### **Additional Skills/Competencies necessary to carry out services to the service population’s culture and socio-economic characteristics**

- This position requires an understanding of diversity (ethnic, religious, socio-economic, etc.) as well as sensitivity to the situations of the children and families the organization serves.
- This position requires a respect for the confidentiality of the children and families the organization serves.
- This position requires passing background checks (references, Family Care Safety Registry, Form 1-9, etc.).
- This position requires a clean criminal history.
- Must fulfill the responsibility as a mandated report in the State of Missouri.

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- Behaves with integrity, demonstrates high ethical standards, and displays a positive image of the Foster and Adoptive Care Coalition.
- Demonstrates accountability for results and keeps commitments to others.

## **Organizational Relationships/Scope**

- This position reports to the Director of Navigation & Support. Collaborative consultation will be sought from all program teams.

## **Working Conditions**

Candidates will be required to show proof of being fully vaccinated against COVID-19 upon commencing employment. Reasonable accommodations will be considered on a case-by-case basis for exemptions to this requirement in accordance with applicable law. Applicants should be aware that for external-facing roles, particularly those involving close contact with vulnerable individuals, accommodations that involve remaining unvaccinated against COVID-19 may not be deemed reasonable. The Company will engage in the interactive process on an individualized basis in light of each particular role.

- COVID-19 safety precautions outlined by the agency must be followed.
- This position entails work in the community and office.
- While performing the duties of this job, the employee is required to communicate effectively.
- The physical requirements of this job includes: sitting, standing, walking, climbing stairs; lifting up to 25 lbs., pulling and/or pushing on occasion.
- Use of automobile for local travel to multiple sites may be required.
- The Coalition office is considered home-base with primary office hours Monday-Friday 8 AM – 5:00 PM.
- This position requires flexibility. Evening and weekend hours may be required to meet the expectations of this position.

## **Agency Shared Values**

Employees of the Foster & Adoptive Care Coalition agree to hold themselves and colleagues to the following values:

- **Equity:** We insist on fairness and respect. We are deliberate in ensuring everyone has safety, opportunity, access, and support to be heard.
- **Family:** We are family. We are connected and support one another in meeting the needs of our own families and the families we serve. We assume the best and are committed to each other.
- **Diversity:** We celebrate differences and harness the power that diversity brings. Every viewpoint is heard and honored. We are stronger because of our differences.
- **Innovation & Excellence:** We are intentional about knowing better and doing better, using innovation and solution-focus approaches with courageous passion and excellence.

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- **Inclusion:** We respect, leverage, and engage everyone’s unique strengths and talents so each individual can contribute to their full potential.
- **Integrity:** We are an agency built on integrity, maintaining a culture of trust, respect, transparency, and honesty. We walk in our truth and uphold ethical standards.
- **Courage:** We stand up for each other and what is right for our clients and stakeholders with truth, vulnerability, and accountability.
- **Teamwork & Collaboration:** We develop and maintain authentic relationships by being flexible and open-minded and maximizing the strengths of each individual in the team to accomplish the best outcome for our children and families. Everyone contributes in leadership.

**Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees assigned to this position.

**Job Description Acknowledgment**

I have received, reviewed and fully understand the job description for this position. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

<b>Printed Employee Name:</b>		<b>Date:</b>	
<b>Employee Signature:</b>			