

FIRST CALL JOB DESCRIPTION

Title: Family Services Counselor
Department: Prevention
Report to: Family Services Team Lead

Why First Call?

First Call's values of person-centered service, community, collaboration, and kindness are foundational for the agency's focus on accessibility, commitment to data-driven practice, and diversity, equity, and inclusion (DEI) as we work toward our mission to reduce the impact of alcohol, drugs and addiction by providing quality resources for individuals, families, and the community.

Position Summary

Responsible for promotion and the delivery of First Call's Family Service Programs, which include How to Cope (HTC), How to Cope Alumni group, Caring for Kids program, How to Care program. Position is responsible for updating program materials and participating in quality assurance paradigms to ensure fidelity of each program.

Major Functions

1. Recruit participants for family programs at First Call and other locations through community outreach and creative planning.
2. Serve as key point person to collaborate with partner agencies to provide services.
3. Facilitate individual counseling, groups, and coordinate referrals to and from other community providers.
4. Conduct appropriate assessments and develop treatment plans in collaboration with participants.
5. Prepare and organize all classroom materials for How to Cope, Caring for Kids and How to Care classes on and off-site.
6. Maintain appropriate documentation of services.
7. Provide support to other direct service team members through crisis calls as needed, as well as school-based prevention programming.
8. Collect necessary data from participants and complete reports as scheduled.
9. Market agency and family services programs through community presentations and networking.
10. Promote alumni functions.
11. Some in-town and out-of-town travel may be required to complete position responsibilities.
 - a. Work hours will include recurring weekly activities outside of standard business hours.
12. Other duties as deemed appropriate for the fulfillment of the mission of First Call; including but not limited to backup crisis call coverage or front desk coverage.

Knowledge and Critical Skills/Expertise

1. Must have degree in Social Services/related field (Masters level preferred)- **OR** - current Certification as an Alcohol Drug Counselor (MAADC, CADC, etc.)
2. Will need to meet all of the standards and qualifications required of a Prevention Specialist (MPS) by the Missouri Credentialing Board within 6 months of hire date.
3. Minimum of 2 years experience in substance use field
4. Demonstrated success in facilitating groups.
5. Ability to plan, organize and execute multiple projects.
6. Well-developed written and oral communication skills.
7. Proven ability to work effectively under pressure and meet established deadlines.

Working Conditions

1. The First Call main office is open to the public from 9 a.m. to 5 p.m., Monday-Thursday, with remote work and a closed building on Fridays. Employees are given up to 1 hour for lunch and/or breaks each day. First Call values flexibility; as such, employee schedules and locations for work throughout the week will be determined by the needs of their position and set in consultation with their direct supervisor.
2. Employee must have access to reliable personal transportation, access to reliable internet for at-home work days.

3. First Call provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.
4. First Call's Commitment to Diversity: First Call Staff and Governing Board reflect our region's diversity and understand that treatment of substance use and mental health disorders in the United States has been adversely impacted by systemic racism and stigma. First Call is committed to cultivating and preserving a culture of inclusion, mutual respect, support, and connectedness. In recruiting for its team, First Call welcomes the unique contributions that individuals can bring in terms of their education, opinions, culture, ethnicity, race, sex, gender identity and expression, nation of origin, age, languages spoken, veteran's status, religion, disability, sexual orientation and beliefs.

Benefits

Salary Range: \$40,000-\$50,000

At First Call, we recognize that a comprehensive, whole-person employee benefits plan for our staff is key to providing our clients with the quality care and treatment they need. Our staff benefits and perks plan is designed to provide tools to help promote health, wellbeing, balance, and safety in each area of life. We offer a hybrid (in office & work from home) schedule as well as flexibility in scheduling for better work/life balance.

Our benefits plan focuses on six key areas - Equal Opportunity Employment and a DEI-focused environment, generous paid time off, 13 paid holidays, an agency funded whole-person health and life package (including a 100% coverage of employee healthcare premiums), personal and team development opportunities, and board & leadership defined staff safety and wellbeing policies.

