



Job Title: Parent Peer Support
Location: Grand Rapids, MI
Pay Range: \$15-\$16/hour

Job Type: Part-Time
Deadline: Posted until position is filled

ORGANIZATION DESCRIPTION:

Family Futures' mission is to shape our community so that all children are supported to reach their full potential. We do this by helping parents support their children. Much of our work is focused on early childhood (ages 0 to 5). We strengthen families and the communities they live in. We connect families to community and parenting resources. We offer a learning driven, quality improvement-based culture that celebrates equity and diversity, and an opportunity to grow while making an impact in your community.

JOB OVERVIEW:

We are seeking a Parent Peer Support who will provide referral coordination and support for families requesting support in resource navigation. They will specialize in relationship building and walking alongside families to make sure referrals are accessible. Parent Peer Supports can reduce barriers for families by using lived experience to navigate services. This position will report to the Community Liaison. The position may require a hybrid of working within the office setting and from home.

ROLES & RESPONSIBILITIES:

The Parent Peer Support will be responsible for contacting families in need of services via phone, email, texting, or zoom as assigned. They will need to follow up after referring families to services. The Parent Peer Support will be able to research and add resources to the resource guide for the Navigation team. The Parent Peer Support will utilize the Microsoft Access databases for Navigation to document notes of parent conversations. The Parent Peer Support will be part of a larger team of Navigation service providers for case reviews, updates, and coordination. The Parent Peer Support will also attend quality improvement and planning sessions on occasion and provide feedback on how to better Navigation support and services. Due to the nature of this position, a portion of work time may require some night and weekend availability.

EDUCATION AND EXPERIENCE:

The Parent Peer Support will hold at minimum a high school diploma or general education degree (GED). The candidate should be willing and able to self-identify as a person who has or is receiving support in navigation services related to early childhood. Some areas where candidates could have received support would be developmental support services (i.e. Early On), educational support services (i.e. Head Start, Childcare), or basic needs services (Housing, Food, Clothing). The ideal candidate is prepared to use their experiences in helping others.

REQUIRED SKILLS:

The skills required to do this job exceptionally include having good written and verbal communication in order to engage and build relationships with parents and/or caregivers with diverse needs. Having good problem-solving skills to ensure parents are connected to what services they need is critical to this position. Being organized and detail-oriented is essential in order to manage a caseload and document all the appropriate content into the database. Technology competencies include experience working with the Microsoft office suite. This position, at times, may require lifting boxes of paper (roughly 25lbs) and transporting various items in the community with the use of a personal vehicle. Proof of a valid driver's license and current insurance will be required if driving on behalf of Family Futures.

PREFERRED SKILLS:

It is preferred that the candidate would have a knowledge of early childhood programs and services in Kent County. Being bilingual in English and Spanish would be an asset to this position.