



Job Description

Position Title: Reengagement/Engagement Specialist
Program/Department: Family Recovery Program
Position Location: 239 N. Gay Street, Baltimore, Maryland
Reports To: Operations Manager
FLSA Status: Non-Exempt

The Family Recovery Program, Inc. was originally created in August 2005, by private philanthropic partners including the Abell Foundation, the Baltimore Community Foundation and the Annie E. Casey Foundation, along with the Maryland State Departments of Budget and Management, Human Resources and the Governor's Office of Children, joined with the Safe and Sound Campaign and the Family League of Baltimore City. This nationally recognized program provides parents with the substance use disorder treatment they need, along with a full range of supportive services, including mental health care, transportation, housing assistance and case management support. Services are tailored to meet the needs of parents who are often in crisis and unable to move forward without intensive, ongoing help.

The Family Recovery Program's goal is to reduce the time target children spend in out-of-home placements by providing intensive substance use treatment services and judicial oversight administered by the Juvenile Court of Baltimore City to the parents of the children. The Family Recovery Program is able to achieve its goal because successful parents who maintain sobriety are more likely to be reunified with their children. The children of unsuccessful parents are more likely to enter into alternative permanent placements (e.g. Adoption or Custody and Guardianship).

The Family Recovery Program was designed to put the principles of the Maryland Opportunity Compact into action by:

- Reducing children's length of stay in foster care;
- Saving state resources through reduced lengths of stay;
- Using the resulting savings to sustain the effort and, as they accumulate, to expand effective programs and opportunities for young children and their families that prevent them from future engagement with the foster care system.

The Family Recovery Program's mission is, "At FRP, we S.E.E. our families" (Strengthen. Engage. Equip). We **strengthen** our parents by providing them with safe and intensive services. We **engage** our parents in a holistic array of services matched to meet the needs of their family. We **equip** our parents with lifelong strategies assisting them in becoming self-reliant as they embark in a drug and alcohol-free lifestyle.

The vision of FRP is as follows:

To be the national leader providing family strengthening opportunities to individuals and organizations.

The Reengagement/Engagement Specialist will work with the Family Recovery Program, the family dependency treatment court of Baltimore City, to provide administrative support

to the FRP staff. The Reengagement/Engagement Specialist, as an individual serving on the behalf of The Family Recovery Program, Inc., shall help lead the City's efforts to:

- Provide immediate access to drug and alcohol treatment services to mothers and fathers of drug affected children;
- Provide a critical role in enabling drug affected children to be placed in safe and sober living arrangements; and
- Maintain data collecting strategies that allow the City and State to realize program efficiency.

Basic Functions

The ***Reengagement/Engagement Specialist*** shall be responsible for conducting outreach efforts to locate parents who have been referred/enrolled in the Family Recovery Program and have either failed to appear for the assessment for substance use treatment or whom have stopped active participation after their initial assessment or after enrolling in treatment. The Reengagement/Engagement Specialist will assist the FRP case management unit in arranging transportation to FRP/treatment as necessary.

Essential Duties and Responsibilities

The Reengagement/Engagement Specialist shall:

- Initiate phone calls to locate parents;
- Conduct home visits and other community-based outreach in order to locate parents;
- Liaise with all parties involved in the parent's case where consents have been signed;
- Maintain data as needed by assigned grant;
- Document all reengagement/engagement efforts in the program's Penelope database system in the Reengagement/Engagement service files;
- Assist the Lead Parent Mentor with all peer-related duties, as needed;
- Participate in the planning of FRP Annual Health Fair;
- Attend FRP quarterly Stat meetings;
- Serve as a liaison between FRP and housing providers;
- Assist Court Coordinator at the courthouse with engaging new parents into FRP with the goal of creating a relationship early in the FRP process;
- Arrange transportation for parents to the FRP case management offices or treatment facilities, as needed;
- Participate in staff and supervisory meetings;
- Create, maintain, and disseminate daily travel log to the Operations Manager;
- Create, maintain, and disseminate monthly data report for reengagement to the Operations Manager by the 5th of each month;
- Attend FRP docket conferences as needed;
- Attend monthly FRP huddles;
- Attend annual Ethics training;
- Attend all other FRP trainings, as required;
- Maintain CPR certification;
- Provide office support as needed;
- Maintain client and program confidentiality.

Principal Interactions

The Reengagement/Engagement Specialist works closely with program parents who have not engaged in the program or have not been successful in the program to encourage them to enter/return to the program. Often, the Reengagement Specialist must communicate with professionals involved in the parent's foster care case and parent's relatives, if consent forms have been signed. As a result, excellent interpersonal, communication, and presentation skills are essential to this position.

Knowledge, Education and Experience

The Reengagement/Engagement Specialist shall have:

- a high school diploma/GED;
- one year of experience in the field of addictions, human/family services, health services, or public safety;
- experience with web-based applications and familiarity with all office computer programs;
- excellent written, verbal, analytical and organizational skills;
- commitment to working as a member of a team dedicated to serving deep-end populations;
- demonstrated respect and concern for meeting the needs of Baltimore's most vulnerable children, youth and their families from an asset-based approach; and a
- track record of delivering results that improve the lives of children, youth and their families.

Preferably, a candidate for the Reengagement/Engagement Specialist position should have:

- familiarity with Baltimore's child welfare system and social sector organizations that serve vulnerable children, youth, and their families;
- ability to exercise a high degree of confidentiality, judgment, tact, diplomacy and competence in dealing with judges, attorneys, court personnel, service providers, and the public;
- experience working with multiple forms of media to engage hard-to-reach populations.

Level of Authority

The Reengagement Specialist:

- is a non-supervisory position;
- can be a full or part-time position.
- does not have direct budgetary authority.

FRP Merit Increases

In order to be considered for any FRP raises, 90% of the following duties and responsibilities must be met and proof of your efforts must be presented at your annual evaluation:

- Initiated phone calls to locate parents;
- Conducted home visits and other community-based outreach in order to locate parents;
- Liaised with all parties involved in the parent's case where consents have been signed;
- Maintained data as needed by assigned grant;
- Documented all reengagement/engagement efforts in the program's Penelope database system;
- Assisted Lead Parent Mentor with planning of parent/community activities;
- Participated in the planning of FRP Annual Health Fair;
- Attended FRP quarterly STAT meetings;
- Served as a liaison between FRP and housing providers;
- Assisted Court Coordinator at the courthouse with engaging new parents into FRP with the goal of creating a relationship early in the FRP process;
- Created and disseminated a daily travel log to the Operations Manager;
- Created and disseminated monthly reengagement/engagement data reports by the 5th of each month to the Operations Manager;
- Attended 90% of FRP docket conferences;
- Attended 75% of monthly FRP huddles;
- Attended annual Ethics training;
- Attended 75% of other FRP trainings, as required;
- Current CPR certification.

Employee Signature

Date