

Lutheran Family Services AmeriCorps Position Description

Host Site: Lutheran Family Services	Location: Lincoln
Position Title: Bi-Lingual/Bi-Cultural Service Assistant	Effective Date: September 2011
Paygrade: AmeriCorps Half Time	Appointed by: AmeriCorps Manager

LFS Mission Statement: Lutheran Family Services expresses God's love for all people by providing quality human care services that build and strengthen individual, family and community life.

LFS Values: Respect all people, families and communities. The pursuit of excellence is achieved through the education of staff and the celebration of diversity, collaboration and change. Integrity, accountability and teamwork are values that guide our communication and work in a manner that upholds the Agency's reputation and Christian value base.

Position Purpose: A national service position designed to facilitate entry of non-English-speaking persons who need treatment into the community-based facilities prior to escalating into a crisis that would require an emergency protective custody.

Essential Position Duties:

Service Delivery

- Educate persons to recognize signs and symptoms of mental health needs and how to access appropriate services.
- Provide consumer advocacy.
- Assist the consumer in identifying needs, resources and available supports.
- Assist families in obtaining services.
- Provide assistance to families to access services at the direction of the Bi-Lingual/Bi-cultural Service Coordinator.
- Assist in the facilitation of support groups on topics such as parenting, mental health, and substance abuse issues.

Record Keeping

- Maintain records of client contacts and service plans.
- Register clients with the program tracking system
- Participate in Quality Assurance activities as assigned.

Community and Church Relations

- Facilitate communication among the various service providers.
- Educate mental health and substance abuse providers to better meet the needs of the Hispanic population.

Professional Growth and Development

- Participate in client case supervision and evaluation to enhance service delivery skills.
- Ongoing personal and professional growth and development through reading, research, workshops, seminars and other strategies, which will broaden knowledge on therapeutic approaches and techniques.
- Attend and participate in local, regional and statewide staff meetings for the purpose of collaboration, team building and program planning.

Professionalism and Confidentiality

- Keep all client names and information and other agency business confidential.
- Guard client confidentiality in waiting areas, during phone contact, and in handling of records.
- Insure that all office and record security procedures are followed.

Interpersonal Relationships

- Maintain a positive, respectful demeanor on all contacts with staff and the public.
- Seek needed guidance in handling difficult client situations and establishing priorities for the job.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, knowledge, skills, and abilities required of individuals so classified. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties and responsibilities.

Position Requirements:

- At least 20 years of age
- Completed a high school diploma or GED
- U.S. Citizen or Legal Permanent Resident
- Bi-Lingual with extensive knowledge and understanding of the Hispanic culture is required.
- Ability to work closely within the English-speaking behavioral health system and the targeted culture, providing training and education to each.
- Knowledge of the functions and services of the community organizations and related human services.
- Ability to establish and maintain effective relationships with adults, their families and their formal and informal support systems.
- Ability to communicate and effectively coordinate services, assign tasks and maintain records of services provided in a timely manner.
- High level of organizational skills, communication and interpersonal skills, and attention to detail required. Follow up and follow through required.
- Must be available to work some evenings and weekends.
- Valid Nebraska Driver's license, proof of liability insurance and ability to drive for agency business.
- Commitment to the mission of Lutheran Family Services.

Criminal History, Child Abuse Registry, Adult Abuse Registry, Sex Offenders Registry, Department of Motor Vehicles Records, and FBI Fingerprint checks will all be completed prior to offer of enrollment.

Hiring Manager Signature _____ Date _____

Member Signature _____ Date _____

Director Human Resources _____ Date _____