

Family Member Employment in the Public Mental Health System

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Essential Elements in the Development of a Family Member Workforce

- Value
- Recruitment
- Hiring
- Human Resources/ Benefits
- Reasonable Accommodations
- Appropriate Classifications
- Orientation and Training
- Supervision and Support



Value of Employing Family Members

Family members working in partnership with the public mental health system is central to the design and success of Children's Mental Health Services. The focus of family members working in partnership with mental health professionals is to improve the outcomes for children and their families by designing and implementing treatment plans that have a family-driven, culturally competent focus that promotes resilient children.



Value of Employing Family Members

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Value of Employing Family Members

Family members working at all levels of the mental health system is essential to ensure and strengthen an approach to services that improves outcomes for children. Family members employed within the mental health system involves a system-wide approach involving advocacy, community activities, training and evaluation, direct service activities, family to family support, and administrative activities.



Recruitment of Family Members

- **Advertising**

- Requirement of a family member who has the personal experience of parenting a child who has received mental health services in the public mental health system

- In the child welfare system
 - In the juvenile justice system
 - In the educational system
 - Newspaper, flyers in clinics, internet, on Child Advocacy websites



Helping You Make the Difference

Recruitment of Family Members

- **Recruitment within the mental health system**
 - Previous client of services
 - Current client of services
- **Recruitment within the community at large**
 - Recruit from other careers



Recruitment of Family Members

- **Benefits**
- **Job Description**
 - Requires skills and knowledge appropriate for the level of job
- **Skill Level**
 - Computer skills
 - Writing skills
- **Salary Level**
 - Comparable with clinical/other employees in the agency



Hiring Family Members

- Full-time
- Part-time
- County Employee
- Individual Contractor
- Community-Based Agency Employee
- Confidentiality
- Access to Client Charts
- Involvement in Clinical Team Meetings



Human Resources and Benefits

- **Are the Human Resource Policies and Procedures Family Friendly?**
 - Family Leave Policy
 - Sick Leave Policy
 - Flexible Time Policy
- **Benefits**
 - Medical
 - Dental
 - Vision
 - Life Insurance
 - Retirement Benefits



Reasonable Accommodations for Family Member Employees

- Have you thought out Reasonable Accommodations for your family member employees?
 - Flexible time
 - Family Leave
 - Sick Leave
 - Personal phone conversations
 - Children in office or able to call often



Appropriate Classifications

- Does the classification include duties of the family member?
- Does the classification include the requirements for hire?
- Does the classification include skill level, education level, and role of the family member?



Orientation and Training for Family Member Employees

- What orientation is provided for the family member employee?
- What orientation is provided for the clinical staff?
- What training is offered to family member employees?
 - Confidentiality
 - Mandated Reporting



Training For Family Members

- Boundaries and Limit Setting
- Communication and Conflict Resolution
- Crisis and safety planning
- Organizational skills, time management and self-care
- Cultural Competency
- Establishing trust and positive relationships with clients
- Navigating systems: Mental Health, Juvenile Justice, Child Welfare, Special Education
- Working in Shared Leadership Situations
- Advocacy and empowering parents and children
- Collaboration



Supervision and Support for Family Member Employees

- Who is the supervisor for family member employees?
- How often is supervision offered and how formal is the supervision?
- What support is in place for the family member employee?
- Does the family member employee have a peer group for support?



For More Information:

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