



## STAR VISTA

**JOB TITLE:** Youth SOS Family Partner  
**PROGRAM:** Crisis Intervention and Suicide Prevention Center  
**STATUS:** part time 20 hrs./week, non-exempt. Benefits include health, dental, vision, pro-rated sick leave, vacation, personal days, holiday pay.  
**DEPARTMENT:** Early Childhood and Family Services  
**REPORTS TO:** Youth SOS Program Coordinator

### **PROGRAM DESCRIPTION:**

The Crisis Intervention & Suicide Prevention Center (Crisis Center) operates the San Mateo County's 24/7 Crisis Hotline and is both a critical first point of contact for people in need of referrals to social services and a last resort for people in crisis to reach out for help. The Crisis Center team also provides follow up services to clients and operates a peer-to-peer teen chat and text service via [sanmateocrisis.org](http://sanmateocrisis.org). Additionally, the crisis center staff also provides education and training across San Mateo County to youth, school faculty, community groups and associations, law enforcement agencies, health systems and other interested parties about the myths and facts of suicide, suicide risk factors, warning signs, and what to do if someone is contemplating suicide. This crisis center is also home to the Health Ambassador Program for Youth (HAP-Y) is program that seeks to train youth ages 16-24 to become mental health ambassadors. The program trains youth for 14 weeks in different topics, such as: Wellness Recovery Action Plan (WRAP), Suicide Prevention, LGBTQ+ 101 and more.

The Crisis Center is currently in the process of launching a new program that provides in-person crisis response within San Mateo County. The Youth Stabilization Opportunity and Support (Youth SOS) which is composed of Triage Therapists, Family Partners, provides 24/7 in person crisis response to minors and transitional age youth (ages 0-25) who are in crisis and are requesting support. This team also works in partnership with the Family Urgent Response System (FURS) which is another in-person crisis response for current and previous foster youth within San Mateo County.

### **POSITION PURPOSE AND OBJECTIVE:**

A successful candidate for this position will have proven history working with children and families and will be able to communicate a sense of passion and commitment to crisis intervention work. Additionally, a warm, relational, a strength-based approach to working with families, as well as flexibility and adaptability, are key success factors. We will provide high-quality training and reflective supervision to support professional development and growth.

### **ESSENTIAL JOB FUNCTIONS:**

- Work as part of a multi-disciplinary team of Youth Peer Partners, Clinical Supervisor, Triage Therapists, Program Manager, and community partners.
- Work collaboratively with Triage Therapists in providing support to families of youth who are in crisis; Accompany the Triage Therapists on Youth SOS/FURS crisis calls when appropriate; Conduct home-based triages to provide comprehensive assessment of safety, mental health, and case management needs, and make any immediate referrals necessary.
- Provide family members or caretakers of youth in crisis psychoeducation about mental health issues, suicide risk, self-harming behavior, support, and resources.
- When necessary, assist the family in understanding the process of a 5150 and hospitalization, along with helping the family access ongoing treatment supports if needed.

- Link families to community resources in San Mateo County, including mental health support, shelter, domestic violence services, legal, education, food programs, financial assistance, employment/training, health, and immigration services, and more.
- Work with the parents or caregivers of youth after the initial mental health crisis to provide continued support and help with navigation of mental health systems, insurance and school supports for ongoing support to the family and youth.
- Coordinate services with other providers who are involved with each family.
- Conduct Question, Persuade, Refer (QPR) trainings, as well as all other trainings/educational presentations as assigned, to youth, parents, schools, agencies serving youth, as well as other community members.
- Provide informational training and presentations to community groups, as assigned.
- Comply with documentation requirements.
- Participate in program evaluation efforts.
- Maintain client files and timely program documentation.
- Attend group supervision, individual supervision, and regular program staff meetings.
- Attend other meetings and trainings as required.
- Other duties as assigned.

#### **MINIMUM QUALIFICATIONS:**

- BA degree in Social Work, Psychology, Education, Child Development, or related field; or more than two years' experience working in a related field.
- Written and oral preferred in either Spanish, Tagalog, or Cantonese/Mandarin Preferred.
- Ability to work evenings and some weekends required.
- Lived experience or at least 1 year of experience working with families with youth ages 0-25 in crisis.
- Ability to work with diverse populations; knowledge of culturally appropriate and culturally humble services; experience implementing culturally appropriate and culturally humble services and values within professional settings.
- Familiarity with home visiting and basic case management.
- Knowledge of San Mateo County communities and resources.
- Ability to work both independently and within a larger collaborative system of agencies, individuals, and disciplines.
- Complete QPR instructor, as well as other all other training requirements, upon hire
- Ability to complete 20 hours of continuing education training each year
- Valid CA Driver's license, working car, proof of auto insurance and ability to pass fingerprint and TB clearance is required.

#### **SUCCESS FACTORS:**

- Enjoys working in the community, is passionate and creative.
- Enjoys working with volunteers and community partners.
- Ability to organize, prioritize and manage multiple tasks to meet specific goals and deadlines.
- Flexibility in meeting changing priorities as the work requires.
- Able to function as part of a team and possess strong interpersonal skills.
- Support for agency direction, purpose, and mission.

**WORKING CONDITIONS:**

- Work independently as well as with a team; take initiative, some evenings and weekends required with advanced notice.

**POSITION STATUS:**

Exempt, 20 hrs/week, benefits include health, dental, and vision, sick leave, vacation, personal days, and holiday pay.

**TO APPLY:** Please email a resume and a cover letter to Zena Andreani at [zena.andreani@star-vista.org](mailto:zena.andreani@star-vista.org)

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StarVista is a private non-profit agency in San Mateo County that provides a wide array of free and low-cost services to help children, teens and adults who are dealing with substance abuse, domestic violence, mental health, relationship and communication issues. More information about the agencies and its programs can be found at [www.star-vista.org](http://www.star-vista.org).