



BI-LINGUAL (SPANISH) FAMILY PEER SUPPORT SPECIALIST (HYBRID)

DSA 21: Waukegan

The Family Peer Support Specialist will provide guidance, support, and education to families of youth facing mental and emotional disturbances. Drawing on personal experience, the specialist will help families understand and cope with their loved ones' challenges, advocate for their needs, and connect with resources. This role is crucial in fostering resilience and empowering families to play an active role in their child's healing journey.

Key Responsibilities:

- Provide one-on-one and group support to families, sharing insights and strategies based on personal experiences with mental health challenges.
- Assist families in understanding mental health conditions, treatment options, and coping strategies.
- Offer guidance on navigating the mental health care system, including accessing services, understanding insurance, and advocating for their child's needs.
- Facilitate psychoeducation workshops and family support groups, promoting communication, understanding, and mutual support among participants.
- Collaborate with therapists, counselors, and other staff to ensure comprehensive care and support for both the youth and their families.
- Help families develop action plans for crisis situations, providing tools and resources to manage stress and emotional difficulties.
- Maintain accurate records of interactions and progress, ensuring confidentiality and adherence to organizational policies.
- Participate in ongoing training and professional development to stay informed on best practices and new resources.

Qualifications:

- Lived experience as a parent, guardian, or close family member of an individual with mental health challenges, particularly during childhood or adolescence.
- High school diploma or equivalent; additional training or certification in peer support, mental health, or related fields is a plus. Must be at least 21 years old.
- Strong communication and interpersonal skills, with the ability to connect with families from diverse backgrounds.
- Empathy, patience, and a deep understanding of the challenges families face when supporting a loved one with mental health needs.
- Ability to work independently and as part of a team, with a collaborative and solution-focused mindset.
- Knowledge of local mental health resources and services is preferred.
- Commitment to maintaining confidentiality and professional boundaries.

Working Conditions:

- The position will require evening and weekend hours, depending on the needs of the families and the organization.
- The Family Peer Support Specialist will work both in-office at Marshmallow's HOPE and in various community settings as needed.

Pay in Range: \$18 - \$20/hour

Send your resume to:

✉ info@marshmallowshope.org

Benefits:

- Comprehensive medical, dental, and vision insurance coverage for employees.
- Generous paid time off (PTO) package, including vacation, sick leave, and holidays, to support work-life balance and self-care initiatives.