



Family Specialist

REPORTS TO: Team Leader

TOTAL HOURS: 37.5 Hours per week/Full-Time

TYPE OF POSITION: Full-Time

DEPARTMENT: ACT-Suffolk

LOCATION: Farmingdale, NY/Suffolk County

EEOC STATUS: Non-Exempt/Service Worker

SAIL does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expressions, national origin, age, disability, veteran status, marital status, or based on an individual status in any group or class protected by applicable federal, state or local law. SAIL welcomes and encourages applications from minorities, women, the disabled, protected veterans, and all other qualified applicants.

General Description

Responsible for providing direct clinical care in integrated treatment, rehabilitation, and support services to ACT recipients in order to meet their individualized needs who experience severe mental health symptoms and may suffer from drug or alcohol dependencies. Meets with recipients on a regular basis within the community.

Duties and Responsibilities

- Provides direct, face-to-face services and treatment within their specialty area to recipients from diverse backgrounds in the community (off-site) as needed based on recipients and/or family preferences.
- Engages ACT participants to support all aspects of daily living by inclusively developing, implementing, and modifying person-centered goals with participants to foster quality of care.
- Provides counseling, supportive services and different strategies to maintain client safety and wellness including maintaining medical or physical needs, assist in adequate housing (if applicable) or provide job coaching assistance.
- Responsible for developing treatment and recovery plans and identifying behaviors that impede rehabilitation.
- Provides trauma informed care recognizing effects in inter-generational care, social justice, cultural sensitivity and humility or how other social determinants may have influenced ACT participants.
- Reflects and incorporates ACT participants personal narratives concerning their behavioral health.
- Monitors, evaluates and records recipients' progress and modifies treatment regimens as needed for achieving the best possible evidence-based outcomes.
- Provides direct interaction with ACT participants to build relationships with individuals and their family or other support systems.
- Work with participants and their family or other support systems in transitions of care and ensures stable links and resources at discharge.
- Ensure daily and frequent communication to promote active collaboration, that is flexible or creative to support ACT participants.
- Attends daily team meeting to ensure the continuum of care for ACT recipients while they are on the road to recovery.
- Uses a shared decision-making process and works collaboratively with other mental health care professionals, social workers, psychiatrist, nurses, and peers.
- Provides ongoing education by training and coaching ACT team members within specialty role. Provides cross coverage and supports other roles when needed and acts a "generalist".

- Supports team members through open communication.
- May be responsible to facilitate individual and group educational sessions to ACT participants and other family support members.
- Observes the Rights of Recipients as defined in the NYSOMH ACT Program Guidelines.
- Successfully completes training modules in the Center for Practice Innovation's Learning Management System (CPI) for ACT Core training and demonstrate basic core competencies in specified areas of practice as outlined in the NYSOMH ACT Guidelines and SAILs online mandatory training modules.
- Demonstrates competency and takes the lead in specialty roles as Substance Abuse Specialist, Employment Specialist, Family Specialist or Clinical Case Manager. Provides direct service within their specialty area such as:
 - Knowledge and application of outreach and motivational interviewing techniques, principles, and practices of Integrated Dual Diagnosis treatment
 - Utilizes harm reduction techniques, cognitive-behavioral approaches, and relapse prevention techniques
 - Applies treatment approaches consistent with consumers stage of change readiness
 - Promotes support in employment counseling, continuing education, and/or vocational rehabilitation.
 - Develops measurable vocational goals and be inclusive and culturally sensitive to their beliefs and backgrounds
 - Provide family psychoeducation, family interventions and/or other family support services.
 - Assists in building connections and coping skills with natural supports and community extenders.
 - Provides services linking clients to community services, meet with collateral contacts as needed and ensures entitlements are in place
- Participate in on-call rotation to assess and intervene in programmatic and/or recipients medical or psychiatric emergencies.
- Responds to emergency situations and takes appropriate action.
- Participates in routine supervision with Team Leader.
- Conducts and submits all required need assessments and reports in a timely manner.
- Ensures that inter and intra-agency communication takes place.
- Creates and fosters inclusive and diverse external partnerships and acts as a liaison with external entities to Support ACT recipients.
- Completes heavy workload and all required documentation within established timeframes.
- Accepts and follows through on any other task or duty as assigned or required.

Qualification and Competencies

- Master's Degree in Human Services accompanied by appropriate certification or license:
 - Social Worker
 - Credential Alcohol and Substance Abuse Counselor (CASAC)
 - Creative Arts Therapist
 - Occupational therapist
 - Pastoral Counselor
 - Psychologist
 - Rehabilitation Counselor
 - Therapeutic Recreation Specialist
 - Mental Health Counselor
- Three (3) years' experience in a human service-related field. Experience on a multi-disciplinary mobile team preferred.
- One (1) year experience in specialty area preferred.
- Demonstrates organizational and communication skills which would enable effective interaction with agency staff, consumers/clients/families, and the community.
- Critical thinking and sound judgment skills are necessary.

- Computer/office equipment usage
- Ability to work independently and as part of a team

Physical Demand and Working Conditions

- Transports clients in personal or agency vehicle as needed.
- Travels to client sites, Agency sites, community sites, offsite entities and/or other office locations as needed.
- Participates in a team approach and multi-disciplinary treatment.
- Work staggering schedules between the hours of operations of 8am-8pm
- Provides on-call duties after normal business hours as per the rotation schedule.
- Requires direct in-person/face to face client interaction.
- Ability to work amongst diverse social, cultural, and economic groups.

Special Conditions of Employment:

- Provides necessary information for Criminal background check/Fingerprinting process
- Submit valid driver’s license
- Submit copy of current car insurance

This job description does not restrict management’s right to assign or reassign duties and responsibilities to this job and is subject to change at any time.

By signing this document, I hereby acknowledge the following:

I have received, read, and understand the above job description and requirements.

I understand that I have been provided the opportunity to discuss any questions regarding the information above and that I may continue to discuss or present any questions in the future.

I understand that any violation of the expected job duties stated above may be cause for disciplinary action up to and including termination.

Employee Name (PRINT):	Date:
Employee Signature:	
Supervisor/Director:	Date:
Human Resources:	Date:
Last Modified: 03/2026	