



## Family Navigator Job Description

**Summary:** The Family Navigator will walk side by side with families and caregivers. They will work to develop a trusted relationship to be able to provide support and resources that the family determines important to the care of their family member. The navigator will provide technical assistance, consultation, training and direct support for families in areas of need. The navigator will work in collaboration to build a family driven plan that focuses on solutions and keeps the family member at the center. The navigator will assist in supporting the family. The navigator will connect families to each other for mutual support and to solve shared problems.

### Required Qualifications:

1. Personal experience of being a caregiver for a family member or friend.
2. Knowledge and a willingness to learn about Wisconsin services systems, benefits, and supports available to families of children and adults with disabilities.
3. Proven ability to provide coordination and collaboration with families within systems.
4. A member of the community where families access services with knowledge of services and resources in that community.
5. Understands and demonstrates respect for the diverse values and cultures of the families being involved with the organization

### Navigator Duties:

1. Promote the philosophy of family centered care.
2. Build a trusting, collaborative partnership with each family and their extended family members as needed.
3. Recognize and promote family's readiness, willingness, and ability to participate in accessing services.
4. Make home visits and contact the family as needed; daily, weekly, monthly.
5. Support families as they take steps to access services including attending meetings, participating on phone calls, and making contacts with the family.
6. Develop a system of record keeping with each family regarding contacts and resources.
7. Maintain records of assistance being provided to family with details of systems contacted.
8. Maintain confidentiality of family records and personal information.
9. Assist families in identifying training opportunities to increase knowledge and skills to support their family member or themselves.
10. Conduct and facilitate presentations and trainings to build families' skills and knowledge to support their family member.

11. Actively participate in community resource planning and related work to establish better relationship with service delivery systems.
12. Collaboration with other stakeholders to help identify barriers for family caregivers.
13. Develop a system to connect families with similar experiences.

**Please contact Sally Flaschberger at 414-292-2737 or [sallyf@drwi.org](mailto:sallyf@drwi.org) with any questions.**

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