



UConnectCare is a progressive nonprofit organization located in WNY offering help to those impacted by substance use disorder through prevention, treatment, residential, detox, and recovery services for over 50 years. UConnectCare has earned a local and regional reputation for excellence and was recognized as a “Best Company to Work for in New York,” 2018-2025.

JOB VACANCY

FAMILY SUPPORT SPECIALIST

RESPONSIBILITIES

The Family Support Specialist (FSS) provides peer-informed, family-centered support to individuals and families affected by substance use disorder (SUD), with a particular focus on pregnant and postpartum women, parents, partners, and caregivers. This position integrates peer support, family coaching, care coordination, healthcare navigation, and advocacy to promote recovery, family stability, and positive parenting outcomes. The FSS supports individuals who may be pregnant or postpartum, parenting children in the home, working toward reunification, at risk of Child Protective Services (CPS) involvement, or caring for children on behalf of a loved one with SUD. Services are delivered using trauma-informed, strength-based approaches to support long-term family wellness.

The Family Support Specialist provides peer-like, coaching-based parenting and family relationship support; assists participants in navigating prenatal, postpartum, pediatric, behavioral health, and recovery-related healthcare systems; and supports care coordination and resource linkage related to healthcare, housing, childcare, transportation, and social supports. The FSS assists participants with the development and implementation of Plans of Safe Care and provides advocacy and system navigation support related to CPS, Family Court, and other child- and family-serving systems, as appropriate. Motivational Interviewing (MI) is used to support participant engagement, recovery progress, treatment retention, and positive parenting and life choices. The FSS serves as a resource broker for participants and key family members, including caregivers supporting children of individuals with SUD, and may accompany or transport participants to appointments, meetings, court appearances, and recovery-related services as needed.

In addition to direct support services, the Family Support Specialist provides one-on-one and group supportive services, regularly promotes evidence-based parenting education programs such as Active Parenting, and assists with the planning, coordination, and implementation of outreach events designed to engage participants, families, and community partners. The FSS collaborates closely with the Coordinator of Outreach and Family Support Programs, internal team members, and community stakeholders to ensure coordinated, participant-centered care. Accurate and timely documentation is maintained in the UConnectCare Electronic Medical Record (EMR), including use of fidelity and outcome-tracking tools.

QUALIFICATIONS

The Family Support Specialist must have a high school diploma or equivalent and relevant lived experience and/or experience supporting parents, children, and families affected by substance use disorder. CARC, CRPA, CRPA-P, or related peer certification is required or must be obtained within 15 months. Recovery Coach or Peer Recovery Advocate experience is preferred, along with knowledge of community-based recovery services, CPS, and family systems. The ideal candidate will demonstrate strong coaching, advocacy, communication, and

documentation skills; comfort supporting harm reduction strategies and individuals who are or may become pregnant at various stages of recovery; and the ability to work collaboratively in a trauma-informed, family-centered, and culturally responsive environment.

REPORTING RELATIONSHIP

The position is under the supervision of the Coordinator of Outreach and Family Support Programs.

Status: Full time, hourly, nonexempt

Pay Range: \$18-\$20 per hour.

Location: 5130 East Main Street, Batavia

Valid NYS driver's license and method of transportation required. Must be free from active addiction and not a current program participant. Pre-employment background check/post offer drug screening required. CARF and NHSC accredited. The associate is committed to the principles of the agency compliance program; providing services ethically and promoting an agency-wide culture that emphasizes integrity in all practices and services that we provide at UConnectCare. EOE

FOR MORE INFORMATION OR TO APPLY:

Apply online with a cover letter and resume to:

UConnectCare, Attn: Human Resources

430 East Main Street

Batavia, NY 14020

Phone: 585-815-1801

Email: kcorcoran@uconnectcare.org

POSTED: 03/24/2026

DEADLINE: ASAP

UConnectCare does not discriminate on the basis of race, creed, color, national origin, sexual orientation, age, disability, or marital status as decreed by Law, and is in compliance with Title IX of the Education Amendments of 1972, and Section 504 of the Rehabilitation Act of 1973.