



# Role of the Family Partner

## in BRIEF

*Briefs are provided as a best practice reference or topic example to support communities in developing the family partner role.*

### **INTRODUCTION:**

In this technical assistance brief we will explore some of the key components of the Family Partner role as it pertains to working with families in the Wraparound process. Family Partners bring a unique combination of lived experience, training and expertise, as well as community support and resource knowledge to the Wraparound process. This foundation is utilized to assist families in having their individual needs heard and met, as well as work with the team in ensuring Wraparound quality and fidelity.

### **OVERVIEW: THE ROLE OF A FAMILY PARTNER:**

- A formal member of the Wraparound team with the role to serve the family, help them engage and actively participate on the team and make informed decisions that drive the process.
- Helps the family become oriented to and understand wraparound from a family perspective. This is an interpersonal process.
- Listens to the family without bias, blame or judgement.
- Builds trust with family, ease their fears and respect the family culture.
- Does not reveal any information the family wants to keep confidential except in cases where the safety of family members is involved.
- Helps family find ways to talk about sensitive issues, reframe negative concerns, and plan for conversations that are challenging so the conversations remain respectful.
- Provides the family with information about their rights involving systems and the different options families must communicate or resolve conflicts
- Acts as a role model by educating system representatives on wraparounds principle of family voice and choice and family-driven and helps them apply the principle to their work on the team in the context of their agency's mandates.
- Acts as a bridge builder encouraging understanding and collaboration between family and their team members.
- Develops and maintains a strategic partnership with the Care Coordinator / Facilitator to ensure everyone on the team is comfortable with the process and their responsibilities, encouraging team decision making where everyone, especially the family, has all the information needed to participate and make decisions.
- Before the meeting, works with the care coordinator and the family to create an agenda.
- Ensures the family's perspective is visible and heard by asking questions of the family to be sure they are comfortable with the plan as it evolves.
- Takes responsibility for follow-up tasks and action items that are consistent with their role and expectations.
- Provides support to the family, as needed, to follow through on action steps.
- Encourages the family or team members to bring issues into the open where they can get supports to resolve conflicts quickly.
- Completes progress or contact notes, reports or other documentation required.
- Ensures the family is well-prepared for transition out of Wraparound, is connected to the necessary supports and has the skills and knowledge to feel comfortable and capable of getting help when needed in the future.

