

POSITION DESCRIPTION

Position: Supportive Services Specialist
Program: Rapid Re-Housing (RRH)
Reports to: Program Manager

Status: Non-Exempt
Date Revised: 10/2018

POSITION SUMMARY:

The Supportive Services Specialist (SSS) will be responsible for outreach in the community, housing navigation, and responsive Critical Time Intervention (CTI) with program customers. The Supportive Services Specialist (SSS) will develop case plans to assist homeless families and single adult households connect with resources such as medical, psychiatric/MH, employment, family support systems, and substance abuse services. The RRH Supportive Services Specialist is responsible for frequent collaboration with government and service agencies to attain clients' physiological and housing security in the community. The Supportive Services Specialist will effectively review household's service plan and administer client driven goals. Frequently, the Supportive Services Specialist will meet clients at employment agencies, non-profit organizations, housing properties, etc. to increase service retention. The Supportive Services Specialist will coordinate with the Program Manager all aspects of the details denoted in the position summary and job description details below.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
 - 1. Provide one on one frequent housing counseling with individualized assessments and assistance in locating and securing permanent supportive housing.
 - 2. Assist participants in connecting with community services for any additional help needed for housing security.
 - 3. Provide the evaluations of individual clients' medical, physical, emotional, and psychological needs. Coordinate employment and vocational training, placement and retention, coordinate recovery options and documentation of follow-up. Assist in securing disability entitlement as needed and provide assistance in securing all viable income sources.
 - 4. Maintain positive relationships with program residents, Volunteers of America staff and all community service agencies.
 - 5. Maintain case management files on each participant which will include personal information, educational and job skills, short and long term plans to become self-sufficient in all areas of his/her life, documentation of participants' progress, and assistance in removing obstacles to set goals.
 - 6. Provide one on one in-home case management meetings that are tailored to the client specific need; resource information and appropriate case planning.
 - 7. Participate in Volunteers of America and outside training sessions.
 - 8. Perform cleaning, file auditing, and other reasonably related duties as assigned by the Program Manager

- B. Responsible for assistance with client development.
 - 1. Maintain a list of all available community services and providers.
 - 2. Assure a safe, non-judgmental service for the clients.
 - 3. Maintain positive, professional, relationships with clients, staff, and external constituents.
 - 4. Participate in agency and outside training sessions.

- C. Record keeping and communication.

1. Maintain files on each participant, which will include psychosocial information, short and long term plans to maintain and improve self-sufficiency. Document progress and assistance in removing obstacles to set goals.
 2. Provide records and services in compliance with agency policies, regulatory and funding source requirements.
 3. Maintain daily, clear and thorough communication with the Program Manager on all areas of responsibility listed in this job description.
- D. Assisting in all areas of program maintenance in compliance with company policies.
1. Perform reasonably related duties as assigned by the Program Manager.
- E. Responsible for self-development.
1. Continually learn and enhance technical and interpersonal skills.
 2. Attend staff meetings/assigned training seminars and complete required certifications, i.e., CPR, First Aid, etc.

EQUIVALENT EDUCATION AND EXPERIENCE:

This position requires a Bachelor's Degree in Social Work or a related field or (3) years experience working with the homeless population and CAC or CADC or experience working in alcohol/drug recovery programs. This position requires demonstrated ability in record keeping, good written and verbal communication skills, and knowledge of problems unique to families, minorities, and persons with disabilities, substance abusers and general homeless population. This position requires CPR and First Aid training within ninety (90) days of employment date and recertification as necessary and T.B. testing annually. A valid California driver's license, proof of insurance and clean driving record is required.

SPECIFIC SKILLS REQUIRED:

Excellent oral and written communication skills
 Ability to assist and motivate other people
 Organizational skills
 Analytical and decision making ability
 Statistical and mathematical skills
 Computer Skills

PHYSICAL REQUIREMENTS:

Lift and move up to 50 pounds
 Stand, walk, and sit frequently
 Bend, stoop, run occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are performed in coordination with guidance and direction from the Program Manager. Must be able to work independently toward attainment of operational goals and contract compliance.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Supportive Services Specialist is responsible for promoting company image and providing advice on

company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible; thus all expenditures must be approved by the Program Manager.

NUMBER OF EMPLOYEES:

0

This Supportive Services Specialist job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed _____