

1. 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. Files will be kept up to date with case notes and all documents and will be audited for compliance.
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.

E. Responsible for self-development.

1. Continually learn and enhance technical and interpersonal skills.
2. Attend staff meetings/assigned training (VOA and outside agency) 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 abuse and the general homeless population. This position requires CPR and First Aid training within ninety (90) days of employment date, 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
Time management and meeting deadlines
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 as well as work in a team.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients, and all levels of 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 and staff. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible; thus, the Program Manager must approve all expenditures.

NUMBER OF EMPLOYEES:

No employees report to this position.

The 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 outlined above.

Employee Signature _____ Date Signed _____