



## Position Description

### GENERAL POSITION SUMMARY

<b>Position Title:</b>	Associate Family Support Specialist – Youth & Graduates
<b>Reports To:</b>	Program Director
<b>Classification:</b>	Part-Time – 29hrs per week, working at least 4 days per week; flexible work times depending on families and meeting times of staff.

### POSITION SUMMARY

The Caring Place’s (TCP) Associate Family Support Specialist will provide care, support, instruction, and coaching to families related to the outcomes of each assigned adult/caregiver and youth.

### ESSENTIAL FUNCTIONS

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all the duties listed, nor does it necessarily list all possible duties that may be assigned.*

- Works under the direction of the Program Director and in partnership with other Senior and Associate Family Support Specialists.
- Conducts orientation into youth and graduate programs.
- Completes the initial assessment of each youth’s service needs and graduate paths for adult graduates.
- Helps each assigned graduate family complete an individualized plan of care (IPC). Assists each family member in creating desired adult/caregiver and youth outcomes, and each member’s personal SMART goals.
- Follows assigned youth through TCP’s entire 16-month Journey Home program; meets regularly with each assigned youth/graduate family.
- Works with and regularly updates Program Director and other staff on progress and challenges; provides data on program successes/challenges of each assigned youth and graduate family.
- Produces and manages case management/plan of care files for each assigned graduate family and/or youth.
- Responsible for maintaining a complete, accurate, and standardized electronic case management file on each adult caregiver and youth for which they are responsible.

- Monitors all assigned volunteers working with youth and graduate families under their oversight.
- Continuously improves the portion of the program they are responsible for by studying, evaluating, and re-designing areas as needed; suggests policy and procedure updates as needed.
- Guides individual family members to appropriate resources suited to each family, using TCP's Family Resource Referral system. Each Specialist helps create and maintain the Family Resource Referral system.
- Educates family members on the use of resources available coordinating care with other family support specialists, staff, volunteers, partners, and affiliating resource agencies.
- Works with the Program Director and other Family Support Specialists to determine which assessment indicators become part of the case management system.
- Advocates for family members in needed services and other areas as needed.
- Coordinates transferring family members' care from one family support specialist to another or external agencies.
- Coordinates care working with the case management system and data processing services, making phone calls, and using other communication tools and applications.
- Meets family members in their homes as well as in other settings for IPC discussions.
- Monitors family members' compliance with the TCP contract signed at intake.
- Monitors attendance at required functions. Follows up with members absent to determine reasons.
- Intervenes in crises and provides personal support and coordinates care.
- Conducts timely reviews of each assigned family's progress in concert with other staff assigned to the family.
- In partnership with the Program Director, determines continuation or dismissal of assigned families throughout the program.

### **Coordination and Communication**

- Communicates family members' progress by conducting interdisciplinary case review meetings and evaluations.
- Discusses individual family concerns with the Program Director and other Family Support Specialists to seek solutions.
- Works with each assigned family on future housing and spending plans.
- Coordinates and communicates program exit expectations related to assigned youth.
- Prepares reports as requested by collecting, analyzing, and summarizing case management care, results, and trends.
- Assists in compiling statistics on outcomes and impacts for agency leadership.
- Contributes to creative, innovative discussions on how best to meet the needs of participating families, TCP, and Wake County's homeless working family populations.

<b>NON-ESSENTIAL FUNCTIONS – Other duties as assigned</b>
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<b>QUALIFICATIONS</b>
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*Qualifications are a combination of education, related experience, knowledge, skills, and abilities. The judgment of an acceptable equivalent combination of qualifications is the responsibility of*

management.

**Education Level or Area of Study**

Bachelor's or Associate degree in human services, Social Work, or Family Financial Planning/Consumer Economics, OR 2+ years' experience as a Case Manager; Human Services Case Management Certification.

**Knowledge, Skills, and Abilities**

- Ability to work in a team to develop and implement a program or project. Prior work with homeless or fragilely-housed working families is a plus
- Experience in training other staff, volunteers, and the ability to train and coach adults and youth.
- Demonstrated effectiveness in working in a multidisciplinary environment.
- Proven ability to communicate with youth/adults from a variety of economic and cultural backgrounds.
- Detail-oriented, excellent oral and written communication skills.
- Demonstrated ability to work effectively and positively with others under deadline pressures.
- Patient in listening to others, building rapport, and treating colleagues, clients, volunteers, and partners with respect, justly, fairly, and with dignity.
- Ability to encourage and motivate others to positive action.
- Uses effective time management skills.
- Provides clear, purposeful, and sufficient family information.
- Able to self-assess performance and be responsible for their own professional development.
- Commitment to TCP's mission and desired outcomes.
- Proficient computer use with Office 365, Zoom, and other data management applications. Willingness and ability to learn technology such as Google Drive/Docs, TCP program management software applications, and electronic case file management applications.
- Ability to make decisions independently and collaboratively and resolve conflicts peacefully and effectively.

**PHYSICAL REQUIREMENTS & WORKING CONDITIONS**

This position requires normal periods of sitting, standing, and occasionally lifting and/or pushing objects up to 20 lbs. Work is performed inside an office building and out in the community as needed. This position regularly requires some evening and weekend work. Some travel is required.

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*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.*

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Employee's Signature

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Date

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Supervisor's Signature

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Date