



## Position Description

### GENERAL POSITION SUMMARY

<b>Position Title:</b>	Senior Family Support Specialist – Adults Caregivers
<b>Reports To:</b>	Program Director
<b>Classification:</b>	Full-time Exempt

### POSITION SUMMARY

The Caring Place's (TCP) Senior Family Support Specialist will be the lead for case management, care, support, instruction, and coaching to families related to the outcomes of each adult/caregiver and their family.

### 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 family orientation into the transitional housing portion of the program; meets weekly with each assigned family and their assigned Support Team volunteers. Consistently informs the Program Director of suggested changes to improve this process.
- Works alongside and provides leadership to all assigned Support Team volunteers and Associate Family Support Specialists working with families under your oversight.
- Helps produce or confirm each family's individualized plan of care (IPC) and spending plan; assist each adult/caregiver and their team with creating goals and achieving desired outcomes related to gaining independent housing.
- Manages the work and progress of each family throughout the transitional housing phase of the Journey Home program.
- Regularly updates Program Director and other Family Support Specialists on the progress and challenges of families.
- Works with the staff to evaluate and provide data on program successes/challenges of each assigned family.
- Responsible for maintaining a complete, accurate, standardized electronic and/or physical case management file on each adult caregiver and family they are responsible for. Makes recommendations to the Program Director on the best use or needs of this system.

- Continuously improves the program by studying, evaluating, and helping to improve areas of the program as needed; active part of policy and procedure updates as needed.
- Guides families to appropriate resources suited to each family, using Family Resource Referral systems and educates on the use of resources available. Helps create and maintain a Family Resource Referral system.
- Coordinates care with other family support specialists, staff, volunteers, partners, and affiliating resource agencies.
- Works with the Program Director 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 the transfer of family members' care from one family support specialist to another or to external agencies.
- Coordinates care working with the case management system and data processing services, making phone calls, and using other communication tools and applications.
- Monitors family members' compliance with the TCP contract signed at intake.
- Monitors attendance at required functions/family programs. Follows up with members absent to determine reasons.
- Intervenes in family or staff crises and provides personal support and coordinates care.
- Conducts timely reviews of each family's progress in concert with other staff/volunteers assigned to the family and determines continuation or dismissal of families throughout the program.

## Coordination and Communication

- Communicates family members' progress by conducting weekly or regular 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 family on future housing and spending plans.
- Coordinates and communicates program entry and exit expectations with the Intake and Exit Specialist.
- Prepares reports as requested by collecting, analyzing, and summarizing case management care and results and trends.
- Compiles statistics on outcomes and impacts for agency leadership.
- Leads and contributes to creative, innovative discussions on how best to meet the needs of participating families, TCP, and Wake County's homeless working family populations.

**Non-Essential Functions:** Other duties as assigned.

### QUALIFICATIONS

*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 degree in human services, Social Work, or Family Financial Planning/Consumer Economics, OR 3+ years' experience as a Case Manager; Human Services Case Management Certification.

## Knowledge, Skills, and Abilities

- Ability to lead and work on a team to develop and implement a program or project. Prior work with homeless or fragily 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 use of Office 365, Zoom, and other data management applications.  
Willingness and ability to learn technology systems such as Google Drive/Docs, TCP program management software applications, and electronic case file management applications.
- Ability to make decisions independently and collaboratively.
- Able to resolve conflicts peacefully and effectively.

### PHYSICAL REQUIREMENTS AND 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.

*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