GENERAL DESCRIPTION

Under the general supervision of the Program Manager and working as part of the Program, the Family Support Specialist will provide a range of case management, prevention, assessment, and trauma specific intervention services with individuals and families who are experiencing significant emotional and behavioral difficulties related to homelessness and other traumatic life events. The Family Support Specialist will be expected to work one-on-one with clients and families to provide ongoing supports to maintain housing, increase self-sufficiency, and pursue recovery. Services are provided in accordance with the fidelity of the evidence-based models: Trauma Informed Care, Motivational Interviewing, Permanent Supportive Housing and Trauma Adapted Family Connections. Completes and maintains progress notes, services logs and other pertinent documentation according to agency and regulatory service standards. This position will Coordinate and support Front Steps client in developing and attaining their customized goals.

ESSENTIAL JOB FUNCTIONS:

• Provides case management services and crisis and diagnostic assessments that are sensitive and responsive to client/family cultural and ethnic backgrounds, functioning and, as well as environmental and situational factors by collecting and evaluating client information.
• Assesses client/family needs for on-going services upon completion of the crisis or diagnostic assessment and discusses client/family service needs with health care providers and advocates for the prompt delivery of services.
• Competently selects and conducts professional interventions based on client/family choice, client/family characteristics and needs, diagnoses and on familial, cultural and environmental factors, taking into account resources and the safety of the person’s family’s environment.
• Develops and monitors person-centered individual and family service plans by establishing treatment goals and determining treatment methodologies.
• Provides counseling services, when appropriate, with developmentally appropriate therapeutic interventions, assesses environmental and situational factors that affect family functioning.
• Utilizes Evidence Based Practices and adheres to fidelity of the model.
• Monitors the progress toward treatment goals and effectiveness of interventions by evaluating and adjusting services.
• Conducts interventions based on client/family choice, client/family characteristics and needs, diagnoses and on familial, cultural and environment factors, taking into account resources and the safety of the person’s environment.
• Promotes prompt delivery of ongoing services by collaborating with healthcare providers in service planning.
• Ensures that services are performed and documented in accordance with established policies, procedures and other pertinent protocols of the agency, the Ohio Department of Mental Health and Addiction Services administrative rules, CARF and any other pertinent regulations.
• Ensures compliance with productivity standards and documentation/record keeping for agency and project, funding and accreditation requirements.
• Ensure that the activities of the position and relevant programs are consistent with the mission, vision, and
values of Front Steps.

- Adheres to the ethical, confidentiality, and professional-standards requirements of federal and state law, the policies of this organization, and the policies of licensing and credentialing boards.

ADDITIONAL DUTIES AND RESPONSIBILITIES:

- Adheres to the ethical, confidentiality and professional standards, requirements of federal and state law, the policies of this organization, and the policies of licensing and credentialing boards.
- Speaks and acts in a manner that is sensitive and responsive to a person’s ethic, cultural and developmental background, to any disabling condition, and to conditions that may affect the person’s ability to form accurate perceptions, process information, understand directions, and communicate important information.
- Consistently interacts with members of this and other organizations in a respectful, professional manner; productively contributes to the functioning of an interdisciplinary team.
- Assumes additional responsibilities and performs special projects as needed or directed.

KNOWLEDGE, SKILLS, ABILITIES & CHARACTERISTICS REQUIRED:

Knowledge of project and agency policies, procedures, goals and objectives with a willingness to respect, understand and promote the mission, values and goals of the agency and of the Housing First projects. Knowledge of state and local rules, regulations and law pertaining to the provision of agency services. Knowledge of major mental disorders and community resources for services to individuals with mental disorders. Knowledge of principles of social work; first aid, CPR administration. Ability to change conduct as a result of feedback from supervision. Ability to effectively and professionally interact with professionals of many disciplines and with professionals and clients of diverse values, strengths and backgrounds, defines problems, collect data, establish facts and draw valid conclusions. Ability to prepare meaningful, concise and accurate documentation. Ability to proof read and edit complex documentation. Ability to gather, collate, classify information and people, data and things. Ability to work with and handle sensitive and confidential inquiries. Ability to work effectively as part of a team. Ability to type effectively. Skill in mental health interventions and the ability to evaluate their effectiveness. Creative and flexible problem-solving skills. Computer skills; word processing.

REQUIRED CERTIFICATION/LICENSE:

Master’s degree in social work or counseling with a minimum of one year professionally supervised work in the delivery of mental health, chemical dependency and/or social services. Must have knowledge and experience working with individuals who are experiencing significant emotional and behavioral difficulties related to traumatic life events. Must have LSW, PC, LISW, or LPCC licensure. Certified to provide Trauma Focused Cognitive Behavioral Therapy (TF-CBT) preferred.

CPR certification plus First Aid and non-violent physical crisis intervention training completed within 60 days of hire. Must provide the agency with proof of valid automotive insurance yearly. Must have valid Ohio driver’s license with no more than 6 points on driver’s license and proof of insurance adhering to the minimum requirements of Ohio’s Financial Responsibility Act. A copy of all professional licensures and or degrees must be provided.

PHYSICAL DEMANDS:

Nature of work requires an ability to effectively communicate and exchange information, collect. Compile and prepare work documents, operate standard business office equipment and motor vehicle, with an ability to work effectively in a multi-tasking environment. Duties are performed in a multi-story facility without mechanical lifts, and within the community.

WORK CONDITIONS:

Work is typically performed in client’s homes in Cuyahoga County. Hours of work may exceed normal business hours; ability to work non-traditional work hours. Availability for on-call emergency service during non-scheduled
hours.

**JOB DESCRIPTION REVIEW**
I understand this job description and its requirements; and that I am expected to complete all duties as assigned. I understand the job functions may be changed from time to time. I will be able to perform the essential functions of this position with or without an accommodation. I understand that if I will need an accommodation for this position, I will inform the supervisor or a representative from the Human Resources Department of my accommodation needs.

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**Employee Signature**

*I certify that I have received a copy of my job description.*

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