

## CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

**TITLE:** Family Support Specialist  
**PROGRAM:** Clare House  
**STATUS:** Non-exempt / hourly / part-time  
**SUPERVISED BY:** Program Director  
**UPDATED:** 09/11/2009

**JOB SUMMARY:** Family Support Specialists perform tasks necessary to ensure a safe, secure, clean and supportive living environment for residents and a safe working environment for staff. This position is an integral part of the casework/house management team and may require supervising the operation of the shelter if needed to work alone. This position requires a unique blend of people skills and willingness to undertake and follow on household projects. Family Support Specialists are responsible for doing client assessments, intakes and discharges.

### **QUALIFICATIONS:**

**Personal:** Demonstrated dependability, maturity and initiative. Ability to handle crisis situations and accomplish tasks assigned with minimal supervision. Excellent interpersonal skills. Must be able to maintain program/resident/agency confidentiality, and treat each individual with dignity and respect. Ability to set and observe appropriate personal limits and boundaries, especially with respect to shelter residents. Ability to relate positively to supervisor, fellow employees and all shelter residents. Flexibility to deal effectively with a variety of people, situations, problems and changes.

**Education/Experience:** Two years educational background in human services, business administration or related field and one year work experience in human services field required.

OR

Relevant experience may be substituted for degree on a year - by - year basis.

Preferred: Experience in residential programs or a college education.

**Skills:** Ability to gather information and assess client situation rapidly and accurately. Excellent time management skills. Ability to write clearly, correctly spelled, and grammatically correct documentation. Ability to alphabetize files and paperwork as needed, and basic computer knowledge.

**Physical Requirements:** Ability to climb stairs and to lift minimum of 25 lbs. (small children, boxes of supplies, etc.).

**Other Requirements:** Regular and reliable attendance; must be female to perform the duties of this position.

**Training Requirements:** Agency and department orientation; 1<sup>st</sup> aid/CPR; de-escalation techniques; blood borne pathogens.

**House Responsibilities:** Follow House Schedule as Closely as Possible.

- 1) Do security check immediately after shift change w/prior staff. Read all staff communication, resident information and files.
- 2) Monitor residents and all shelter operations while on shift.
- 3) Maintain house and grounds on good order, seeing that all common areas are kept neat by residents, storage areas are neat. Advise Program Director of needed repairs.
- 4) Accept donations, provide receipts, sort and place in appropriate areas.
- 5) Bring in items from shed or if large donation comes in, take items to shed.

- 6) Store and date food that comes in for meals. Discard food that has is outdated, not labeled or covered correctly or open drink containers, in refrigerator.
- 7) Meals - allow sufficient time to warm food that is to be served, utilizing leftovers when possible. If inadequate amount of food arrives, pull lunchmeat, hotdogs etc.
- 8) If a routine maintenance problem occurs, ie. burnt out light bulbs, clogged sinks or toilets always try to resolve on your shift, if unable, leave note in staff communication for shelter manager. If poses a risk to resident safety or the building call on-call.
- 9) Circulate through house (dorm checks & bathrooms) numerous times to maintain order.
- 10) Bring in mail, sort. Take outgoing to box.
- 11) Answer phone courteously at all times. Give directions, route calls as needed to other staff or take complete messages.
- 12) Make sure cleaning supplies, etc. are adequately stocked available for chores.
- 13) Check chores thoroughly as they are completed.
- 14) List items needed for shelter director.
- 15) Other tasks or projects as assigned.

**Client Services Responsibilities:**

- 1) Answer phones, conduct phone assessments, log information and referrals.
- 2) Complete intakes and discharges as needed on your shift, making sure all paperwork is appropriately completed.
- 3) Read client files, staff communication and shift change.
- 4) Provide crises intervention as needed, calling on-call to inform, as well as APD or an ambulance if needed. Follow-up with incident report, document in residents file and shift change.
- 5) Document any significant contact with residents in file and shift change, also doc any calls from agencies etc. for residents.
- 6) Provide residents their meds as needed and document. Controlled substances must be counted.
- 7) Provide laundry detergent and personal care items, as needed, to residents.
- 8) Provide bus tokens, etc. for goal related responsibilities and document.

**Administrative Support Responsibilities:**

- 1) Check census on status board daily.
- 2) Attend staff meetings and in-services as required.
- 3) Assist with holiday events.

**Evening Family Support Specialists- Additional Responsibilities**

- 1) Make sure dinner is served warm and on time.
- 2) Make sure all donations not chosen by women are taken to shed and area swept.
- 3) Dorm inspection @ 7:30, making sure exits and all walkways are clear before lights out.
- 4) Lights Out (bedtime) happens on time.
- 5) Update Clare House forms as requested by supervisor.

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_

Date \_\_\_\_\_