



POSITION TITLE:	FAMILY SUPPORT STAFF
FLSA:	NON-EXEMPT
REMOTE:	IN-PERSON
MEDICAID:	NO
CREATED DATE:	04/24/2020
REVISION DATE:	4/22/2024

POSITION SUMMARY

The Family Support Staff (FSS) provides support to participants enrolled at Clare House, a shelter for women with children and expectant mothers who are unhoused. This position is a critical member of a family’s support team and provides services that align with goals developed by the caregiver in their family support plan. FSS staff use a coaching model of support to help caregivers build assets that contribute to permanent stability once they exit the program. A successful FSS uses Motivational Interviewing to help coach clients through change and incorporates a 2Gen model to contribute to wrap around support for the family. All services are provided through a trauma informed lens and support both caregivers and youth. This position is responsible for maintaining a healthy, safe, trauma informed environment that conveys dignity and respect for clients, staff, and visitors.

ABOUT US

CSS is a Catholic human and social services agency and behavioral health care provider that welcomes people of all faiths through its programs and employment. We provide help for our Alaskan neighbors through a variety of supportive service programs, including emergency shelter, food stability, housing, case management, and refugee assistance. CSS empowers individuals and families on their path to permanent stability, creating thriving communities for all. Located in Anchorage, Alaska, CSS is a nationally accredited organization through the Council on Accreditation (COA), which recognizes that CSS provides high quality services that meet best practice standards in the social service field.

Mission: We compassionately serve those in need, strengthen individuals and families, and advocate for the common good.

Vision: All Individuals and Families are Flourishing.

Impact Statement: Catholic Social Services empowers individuals and families on their path to permanent stability, creating thriving communities for all.

Guiding Principles: - Catholic Social Teachings - Reverence for humanity - Striving for excellence - Empowering personal fulfillment - Strengthening through collaboration –

ABOUT OUR PROGRAM/DEPARTMENT

Clare House operates 24 hours a day, every day of the year, serving women with children and expectant mothers who are unhoused. The shelter provides individual rooms along with food, clothing, and other personal hygiene items for up to 23 families at a time. Program staff facilitate many types of services designed to assist families with recognizing their resilience and build assets to move into permanent housing and remain stable. Must love kids! Children make up about two thirds of the people staying in the program; there are youth

focused activities hosted in the facility and community. Staff embrace a team spirit and enthusiastically support one and other to contribute to a thriving community.

REQUIRED COMPETENCIES

- **Accountability:** Takes ownership for delivering on commitments; accepts responsibility for mistakes and uses them as opportunities for learning and development; openly discusses his/her actions and their consequences both good and bad; has an ability to identify strengths and developmental opportunities and leverages insight to adjust to improve their effectiveness; courage to have difficult conversations.
- **Initiative:** Ability to identify the need for change and take steps to begin and follow through with plans to make the change.
- **Adapting to Change:** Accepts and adapts to change in a professionally appropriate and thoughtful manner. Is willing to offer a different perspective or approach and yet knows when and how to stand down graciously and accept a well-thought-out decision. Embraces change.
- **Confidentiality:** Maintains the highest level of confidentiality regarding CSS's records and information. Appropriately uses internal confidential information for business purposes only.
- **Communicating Effectively:** Shares information. Listens and involves others. Clearly conveys ideas in a manner that engages others and helps them understand and retain the message.
- **Cultural Humility:** Practices self-reflection and mindfulness of power imbalances in service delivery. Seeks to learn from others and build relationships based on mutual respect.
- **Decision Making/Judgment:** Approaches problems and decisions methodically and objectively; involves others as needed; uses sound judgment in making decisions and understanding the impact to themselves, customers, their team, and the organization; conducts the appropriate analysis to identify the symptoms and root cause of issues; makes timely decisions.
- **Delivering High Quality Work:** Makes sure responsibilities central to the role meet all requirements and expectations. Finishes tasks promptly and critically reviews work to ensure quality and accuracy. Considers impact of work to others and takes steps to mitigate.
- **Results Orientation:** Is focused on outcomes and accomplishments; follows through on commitments; can be counted upon to successfully execute on goals; motivated by achievement and a need for closure; has an attention to detail and is both efficient and effective in achieving a high level of measurable outcomes; persists in achieving goals despite obstacles.
- **Teamwork:** Interacts with people effectively. Encourages and respects the input of all team members. Communicates openly and honestly. Cooperates within the team and across the agency.
- **Stress Tolerance:** Displays emotional resilience. Deals with difficult and adverse events while maintaining professionalism and caring. Responds appropriately in the face of tension, emotion, and resistance. Seeks support from others when necessary and uses appropriate coping techniques.
- **Empathy:** Provides empathy towards clients who are receiving services. Focuses on individualizing care based on people's needs. Provides nonjudgmental services.

Knowledge Of:

- Trauma informed services
- Principles of good customer service
- Professional boundaries

Skills:

- Proficient use of Microsoft Office products
- Able to document services using professional written communication
- Able to gather information and assess participant situation rapidly and accurately.
- Efficient use of time and time management skills.

- Ability to complete data entry and paperwork
- Able to describe services clearly for the audience and encourage participation.
- Able to build relationships and make others feel valued.
- Goal and outcome oriented.
- Able to think critically, identify problems, and offer solutions.
- Demonstrate an eagerness to learn and grow professionally.

RESPONSIBILITIES:

- Perform all duties in a manner that reinforces tenets of trauma informed care; conveys dignity and respect; and shows kindness and positive regard for others.
- Complete schedules shifts, be on time and follow attendance policies.
- Complete shift change with co-workers.
- Read emails, staff communication log and participant log in the beginning of your shift.
- Hourly Security Walks: Monitor shelter/property for safety and cleanliness concerns.
- Donation Process: Accept (in-kind slip), process, store or discard donations throughout the day.
- Kitchen duties: Rotate, Store and Date food that are donated.
- Maintenance request: Able to complete request for shelter needs, safety concerns.
- Mail procedures: Accept, sort, and distribute mail.
- Personal Care Items: Complete all requests made by participants in a timely manner.
- Shelter Cleanliness: Provide cleaning supplies, post and check chore assignments.
- Customer Service: Answer the phone courteously at all times. Give directions, route calls as needed.
- Conduct phone screenings, log information & referrals.
- Complete intakes and discharges.
- Complete Critical Incidents and OCS reports
- Work under and demonstrate the Trauma Informed Care approach
- Provide crises intervention as needed
- List items needed for Program Director to purchase.
- Facilitate groups and meetings
- Other tasks or projects as assigned

QUALIFICATIONS:

Minimum Qualifications:

- High School Diploma/ G.E.D.
- One year of relevant experience
- Ability to make sound decisions based on information available
- Ability to work flexible hours, including days, evenings, weekend hours and holidays
- Ability to safely transport clients in agency's vehicle if required
- Ability to participate in indoor/outdoor events with clients.
- Employment is contingent upon receipt of a satisfactory state and federal background check and approved National Provider Identifier Standard (NPI) status.

WORK ENVIRONMENT

Rarely = 0 to 15% of the job.	Occasionally = 16 to 45%.	Frequently = 46 to 100%.
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The work environment is busy and high energy. The physical site is a shelter with 23 individual rooms with other shared spaces for laundry, food preparation, and dining. May be subjected to interruptions throughout the workday.

Physical demands: Occasional lifting of up to 25 pounds. Rarely sit or stand at a desk for several hours at a time. Ability to climb and descend stairs.

Travel: Travel out of Alaska is rare. Rarely travel within Anchorage is required.

Location: Clare House, 4110 Spenard Road, with rare travel to other CSS locations in Anchorage.

_____ / _____	_____	_____
<i>Employee Name</i>	<i>Employee Signature</i>	<i>Date</i>
_____ / _____	_____	_____
<i>Supervisor Name</i>	<i>Supervisor Signature</i>	<i>Date</i>