

Job Title: FSC Family System Specialist**Reports to: FSC Family System Director****Education requirement: Bachelor's Degree****Experience Required: Minimum 1 year of full-time related work experience****Position is: Exempt, Full Time**

Job Summary:

The Family System Specialist is responsible for supporting the goals and mission of the Family Solutions Collaborative by facilitating access to homeless services for families experiencing homelessness in Orange County. The Family System Specialist will promote the collaborative efforts by maintaining best practices, supporting designated Access Points and promoting relationships with community partners. The Family System Specialist will ensure clients receive the highest level of care across each Access Point through oversight of data quality and trainings. The Family System Specialist will collaborate and provide support to the Family Service Navigators at their designated Access Points working with highly vulnerable families to ensure accessibility to the system (those who have experienced multiple episodes of homelessness and/or have utilized services from multiple service providers).

Essential Job Duties:**Support and Coordination with Access Points**

- Serve as main point of contact to Access Point in assigned Service Planning Area
- Identify "pressure points" in the system and inconsistencies with the level of care families receive
- Measure successes and outcomes
- Ensure Access Points maintain the agreed upon standard of care as outlined in the Access Point Manual
- Respond to the needs of the various Access Points throughout the assigned Service Planning Area
- Support in the development of needed resources and services
- Establish referral networks for outreach, mental health, healthcare, benefits, and other supportive services
- Submit regular monthly reports; perform periodic internal audits
- Enhance quality assurance procedures for data collection/tracking for each Family Access Point
- Identify and address areas of improvement for Access sites and Family Service Navigators
- Provide technical training and support to Access Point staff

Direct client services

- Assess in collaboration with partner agencies the housing barriers of the most vulnerable households to determine needed services and housing support.
- Assist in connecting and advocating for the appropriate resources for families experiencing homelessness
- Ensure warm handoff to service providers
- Provide customized support to each Access Point working with highly vulnerable households.
- Coordinate Shelter Bed Pilot matches for families to emergency beds through the family coordinated entry system

Additional Duties:

- Lead Monthly Access Point Meeting to discuss and review areas in which Family Service Navigators have identified as "pressure points"
- Keep appropriate records and complete all forms in a confidential and professional manner
- Report success stories, progress, and statistics to the Family System Director and the FSC Executive Committee
- Attend staff, case conferencing, and match meetings
- Report program data on a monthly/quarterly basis to the FSC Executive Committee and county
- Attend community events as a Family Solutions Collaborative Representative
- Grow community partnerships as housing resources become more integrated into the Coordinated Entry System
- Build and maintain relationships with agencies and service providers throughout the county
- Monitor and reports with System Director on FSC Grants pertinent to Access Points

Additional Qualifications:

- Bilingual Spanish is a plus
- Maintain valid California Driver License and State-mandated Auto Insurance.

Salary Requirements:

- Range: \$40,000-\$50,000
- Mileage reimbursement

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. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

Key Skills:	Comprehensive Expert with total knowledge; guides others	Advanced Fully trained; requires occasional assistance	Moderate General knowledge but not totally proficient	Basic Trainee with general understanding
Technical/Functional Expertise: Training skills		Required		
Computer Software: Microsoft Office		Required		
Interpersonal/Communication: Strong verbal & written skills		Required		
Language (non-English): Speak & understand Spanish		Preferred		

Work Environment/Requirements: (time required in terms of an 8 hour workday)

Time each day (Occasionally = 0.5 to 2.0 hours; Frequently = 2.5 to 4.0 hours; Continuously = 4.5 or more hours)

Basic Duties	O	F	C
Drive car	O		
Operate forklift			
Ride in car	O		
Travel	O		
Use telephone			C
Type or use PC equipment			C
Sit at desk		F	
Noise Level			
Very quiet (forest trail; isolation booth, etc.)			
Quiet (library; private office, etc.)			
Moderate Noise (open office)			C
Loud Noise (warehouse, fork trucks, etc.)			
Very Loud Noise (heavy equipment, etc.)			
Work Environment			
Wet, humid conditions (non-weather)			
Work in high, precarious places			
Fumes or airborne particles			
Toxic or caustic chemicals			
Outdoor weather conditions			
Extreme cold (non-weather)			
Extreme heat (non-weather)			
Risk of electrical shock			
Risk of radiation			
Vibration			
Other:			

Basic Functions	O	F	C
Kneel/bend/crouch/crawl/squat	O		
Talk			C
Hear			C
Climb or balance			
Reach with hands or arms	O		
Reach above shoulder level	O		
Stand or walk		F	
Use hands to finger/handle/feel			
Push/pull			
Special Vision Requirement			
Close vision (clear at 20 inches or less)			C
Distance vision (clear at 20 inches or more)			C
Color vision (identify & distinguish colors)			
Peripheral vision (Observe up/down/left right)			
Depth perception (3 D; judge distance)			
Ability to adjust focus			C
Lifting/Carrying			
Up to 25 lbs.	O		
Up to 50 lbs.			
Up to 100 lbs.			
More than 100 lbs.			
Working Hours			
Physical presence during work hours		F	
Weekends	O		
Overtime	O		

Manager's Approval

Date

Human Resource's Approval

Date

Employee's Approval

Date