

Family Solutions Collaborative Job Description

Job Title: Family System Specialist

Reports to: Director of Operations

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
- 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
- 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

Coordination of client services

- Assist 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
- Review documentation and process rental assistance applications for Prevention funding

Family system duties

- Lead Monthly Access Point Meeting to discuss and review areas in which Family Service Navigators have identified as “pressure points”
- Assist in the implementation and training for new programs related to Prevention and Diversion
- Keep appropriate records and complete all forms in a confidential and professional manner

- Report success stories, progress, and statistics to the Executive Director and Director of Operations
- Measure and report successes and outcomes
- Establish referral networks for outreach, mental health, healthcare, benefits, and other supportive services
- Coordinate Shelter Bed Pilot matches for families to emergency beds through the family coordinated entry system
- Submit regular monthly reports; perform periodic internal audits
- 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
- In coordination with the Director of Operations, monitors and reports on FSC Grants pertinent to Access Points

Additional Qualifications

- Ensures that client paper files are accurate and up to date
- Keep appropriate records and complete all forms in a confidential and professional manner
- Experience working in Orange County and knowledge of social service providers.
- Excellent communication skills, both written and verbal.
- Bilingual in Spanish is required
- Maintain valid California Driver License and State-mandated Auto Insurance
- High level of professionalism and discretion is required

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. This job description shall be reviewed on an annual basis.

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 (**O**ccasionally = 0.5 to 2.0 hours; **F**requently = 2.5 to 4.0 hours; **C**ontinuously = 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		

Executive Director's Approval

Date

Employee's Signature

Date