

Family Solutions Collaborative Job Description

Job Title: Family System Specialist

Position: Non-Exempt; Hourly at 38 hours a week

Reports to: Programs Director

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 Family Service Navigators

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
- Provide technical training and support to Access Point staff

Family System Duties

- Assist in leading the 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 Programs Manager
- 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
- 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 Programs Manager, 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.

Executive Director's Approval

Date

Employee's Signature

Date

Email resume to: echilds@families-forward.org