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| Support Specialist POSITION SUMMARY  Explain the purpose for the position and summarize the responsibilities. |
| The **Missoula Family Housing Center Support Specialist** position is responsible for providing advocacy and case management services to the homeless families residing in the Missoula Family Housing Center. Performance of duties reflects the YWCA value that all human beings will be treated with respect and dignity and approached with recognition of their individual importance. |

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| REQUIRED QUALIFICATIONS  Minimum qualifications for skills, abilities, knowledge, experience, and education. |
| * High school diploma or High School Equivalency Diploma required. Bachelor’s degree in human services or related field, or equivalent education/experience preferred. * One years’ experience working with domestic violence, sexual assault, or homelessness preferred. * Must pass a background check designed to protect the interest of families served by the YWCA programs. |

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| POSITION SPECIFIC RESPONSIBILITIES |
| ADMINISTRATIVE:   * Coordinates and completes intakes with participants, including orientation and explanation of policies. * Maintains participant files * Assists participant with community resources as needed. * Assists participant with housing search. * Advocates for participants in a cooperative manner with other agencies, law enforcement personnel, and other officials as needed. * Provides trauma-informed and survivor-focused advocacy to residents in the Family Housing Center. * Ensures that program guidelines and policies are being met by participants. * Helps foster a sense of personal strength and self-sufficiency in participants. * Facilitates resolution with crisis that may arise during the shift. * Makes referrals to Rapid Rehousing Program as appropriate. * Coordinates meetings between participant and Housing Advocate Network volunteers. * Alerts the Family Housing Center Manager, Shelter Coordinator and others as appropriate, to areas of concern. * Completes assessments for Missoula Coordinated Entry System. * Generates new ideas to improve the Family Housing Center services. * Ability to sit for extended periods of time, stand, bend and lift up to twenty-five pounds as needed. * Exposure to difficult situations and emotionally taxing client circumstances, including physical aggression, may be encountered. |
| GENERAL DUTIES   * Attends weekly staff meetings. * Promotes a sense of safety and security and community among participants. * Ensures participant confidentiality. * Acts as a positive role model to family housing participants and other YWCA participants. * Participates in performance appraisals as appropriate. * Adheres to YWCA policy and procedures. * Reports incidents of child abuse to, Family Housing Center Manager, Director of Programs, and the Executive Director. * Acts as responsible team member. * Helps train new staff. * Demonstrates energy and enthusiasm for work. * Exhibits a warm, friendly attitude toward clients, children, employees, volunteers, and general public. * Displays awareness of and ability to deal with diversity among people, including disabilities among clients. * Shows competence as an information source about the YWCA and related Missoula agencies. * Displays a neat appearance and competent manner. * Performs other related duties as assigned.   REPORTS to:  Directly accountable to the Family Housing Center Manager.This position, within the parameters of the YWCA policies and procedures, exercises a high level of independence in decision-making. Significant errors in judgment may endanger the health and safety of the participants and/or staff and may cause serious financial and/or legal repercussions for the YWCA.  **WAGE:**  **Shifts:**  Days off: Saturday and Sunday  Hours will be either be: (Mon, Weds, Fri: 12pm-8pm), and (Tues, Th: 11am-7pm) or  (M,8am-4pm), (T,12pm-8pm), (W, 11am-7pm), (Th, 12pm-8pm), (F, 11am-7pm) |

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| **Signatures**  ***This section needs to be to be completed upon hire date or revision of description by the staff member, direct supervisor, and Operations Manager.*** | |
| **Staff Member:** | **Date:** |
| **Supervisor:** | **Date:** |
| **Operations Manager** | **Date:** |