



Family System Specialist Job Description

Job Title: Family System Specialist
Reports to: Programs Director
Location: Hybrid position – three days in Santa Ana office, two days from home
Hours: 38 hours per week, full-time, non-exempt position

ABOUT THE FAMILY SOLUTIONS COLLABORATIVE

The Family Solutions Collaborative is made up of 24 of the leading family homeless providers in Orange County. Through our strong partnerships, our member organizations ideate, implement and advocate for innovations throughout the system, making the FSC the primary driver toward ending a family's housing crisis promptly in an equitable, coordinate manner, employing prevention, diversion and housing strategies. The Family Solutions Collaborative's philosophy, systems and strategies for education, evaluation of data, technical assistance, training and tools are the models for ending family homelessness.

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.

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 and report to Programs Manager
- Ensure Access Points maintain the agreed upon standard of care within the Family System

- Respond to the needs of the 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 assistance, training and support to Access Point Family Service Navigators

Data Collection, evaluation and reporting

- Monitor, analyze and report Family CES data
- In coordination with the FSC Team, provide data and reporting requirements for the Project.
- Develop and prepare regular reports, analyses, special projects, presentations, charts, graphs, and other documents as requested.
- Work within existing systems, including HMIS, to design monthly, quarterly and/or annual reports as requested.
- Report program data on a monthly/quarterly basis to the FSC Executive Committee and county
- In coordination with the Programs Manager, monitors and reports on FSC Grants pertinent to Access Points

Coordination of 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 and technical assistance to each Access Point working with highly vulnerable households

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 and other projects and services
- 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

- Establish referral networks for outreach, mental health, healthcare, benefits, and other supportive services
- Attend FSC staff meetings, Access Point, match meetings and other meetings related to Family CES (following COVID-19 safety guidelines)
- Attend community events as a Family Solutions Collaborative Representative (following COVID-19 safety guidelines)
- 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

Additional Qualifications

- Ability to quickly gather and analyze information skillfully; problem-solve and develop alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Intermediate to advanced MS Excel capabilities
- 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 preferred
- 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

Excel test may be administered as part of the interviewing process.

Email resume to: echilds@families-forward.org