



Position Opening
Part Time
Weekend Family Support Specialist

Reports To: Director of Housing Assistance Programs
Hours: 20 Hours; 9am – 7pm Saturday and Sunday
FLSA : Non-Exempt

PAP CODE:040
POSITION#S4
EEO CLASS:951
WC CLASS:2

Summary

The Part Time Weekend Family Support Specialist (referred to as “Weekend FSS”) will serve as a critical support for the Housing Response Team (HRT) Overflow Shelter and Atypical Shelter programs from 9am to 7pm Saturday and Sunday.

The Weekend FSS will routinely check-in with families staying at the Overflow Shelter and several Atypical Shelter spaces, but primarily be based at the Overflow Shelter spaces located in the McKeesport and Oakland areas. The Weekend FSS will provide supportive case management services, including information and referral, assistance in apply for services, and access to other services and supplies from the Overflow Shelter office, located on site.

Additionally, the Weekend FSS will assist participants staying at the Atypical Shelter spaces around the City of Pittsburgh with any supportive service and case management needs that may arise over the weekend. The Weekend FSS will assist and report back to the Housing Response Team and the HRT Supervisor.

CHS uses the Housing First and Harm Reduction service delivery models, assisting clients with housing as the immediate need without requirements to abstain from any harmful behavior prior to being housed.

Responsibilities and Duties:

1. Process status email upon shift start and respond to any remaining emergent client needs that are left from daytime Family Support Specialists or the After Hours Liaison.
2. Complete any turnover requests from the Housing Response Team of any shelter rooms that need cleaning, new linens, household goods replenished, and other light cleaning or restocking duties, deemed necessary from the Family Support Specialists, After Hours Liaison, or HRT Supervisor.
3. Sends status email at the close of every shift
4. Respond to any questions, needs requests, or complaints from guests staying at the Overflow and Atypical shelter spaces, including but not limited to transportation questions, food assistance, household goods request, assistance with outside providers (food banks, childcare, transportation, etc) and following proper grievance procedures for any complaints received by guests.
5. As needed and requested by HRT Supervisor and/or Director of Housing Assistance Programs, coordinate move-in at the shelter by meeting referred family at the site and provide any necessary supplies for the night, including coordinating contracted transportation to the site, if needed.
6. Data entry of such information into the agency database and Excel spreadsheet for reporting purposes.
7. Analyze and adjust services to ensure they are responsive, effective and driven by excellent customer service.

Minimum qualifications for application:

1. Bachelors degree in Social Work, Psychology, or related field, 2 years work experience in case management and/or supportive service counseling, or combination of work, education and life experiences that provide the skills needed.
2. Excellent communication and interpersonal skills.
3. Exceptional customer service communication.
4. Culturally competent, being able to work effectively with all backgrounds.
5. Prefer certification or training in crisis management, mental health, and behavioral health education.
6. Experience and ability to de-escalate mental and behavioral health crisis situations.
7. Strong organizational, phone and computer skills.
8. A working knowledge of the social service system through life or job related experience.
9. A willingness to work collaboratively in a team setting.
10. Strong ability to navigate the Internet to familiarize and access various resources.
11. Ability to work and travel independently (must have own transportation)
12. Ability and willingness to work atypical hours in atypical settings.
13. Ability to ambulate one mile and lift up to 25 pounds.

Send resume and cover letter to:

Breanna Jay

HRT Supervisor

bjay@chscorp.org

Posting Date: 12/29/16

Deadline Date: 1/13/2017

Equal Employment Opportunity