



<b>DATE:</b>		<b>POSITION</b>	<b>SUPPORTIVE SERVICES FOR VETERAN FAMILIES SUPPORT SPECIALIST</b>	
<b>INCUMBENT</b>		<b>SUPERVISOR</b>	<b>CHIEF PROGRAM OFFICER</b>	
<b>DEPARTMENT</b>	<b>CLIENT SERVICES</b>		<b>FLSA STATUS</b>	<b>NON-EXEMPT</b>

<b>POSITION PURPOSE</b>
Save the Family's SSVF program provides housing assistance to veterans who are homeless or at imminent risk of homelessness. The role of the SSVF Support Specialist is to support these at-risk veterans by assisting the SSVF Case Coordinator.

<b>MINIMUM QUALIFICATIONS</b>
<ul style="list-style-type: none"> <li>• High school diploma or GED and two years of related experience required; Associate's degree or higher preferred.</li> <li>• Veteran status is preferred.</li> <li>• Some experience in the non-profit sector is preferred.</li> <li>• Demonstrate proficiency in Microsoft Office Suite including Word, Excel, and Outlook.</li> <li>• Be able to proficiently speak, read and write the English language.</li> <li>• Demonstrate excellent interpersonal communication skills.</li> <li>• Since position requires frequent driving to various job sites to provide services and occasionally transport clients, a valid Arizona driver's license, reliable transportation, current auto insurance, and clean driving record are required</li> <li>• Be 25 years of age or older for liability insurance requirements.</li> <li>• Valid Arizona Fingerprint Clearance Card OR must qualify for a valid Arizona Level One Fingerprint Clearance Card.</li> <li>• Eligible to work in the United States of America.</li> </ul>

<b>OTHER KNOWLEDGE, SKILLS AND ABILITIES</b>
<ul style="list-style-type: none"> <li>• Demonstrate a commitment to the mission, vision, and values of Save the Family Foundation of Arizona.</li> <li>• Be a self-starter with excellent time management skills.</li> <li>• Possess a collaborative way of working.</li> <li>• Be familiar with Save the Family's service population, including diverse cultural and socioeconomic characteristics.</li> <li>• Maintain strict confidentiality.</li> <li>• Behave professionally in manner and appearance.</li> <li>• Be consistently organized and flexible.</li> </ul>

<b>KEY RESPONSIBILITIES</b>
<ul style="list-style-type: none"> <li>• Assist with screening and intake of veterans seeking SSVF services.</li> <li>• Create and maintain SSVF client files.</li> <li>• Coordinate move-in/out process for SSVF, including notifications and paperwork.</li> <li>• Provide assistance with routine communications (email, phone calls, faxes, etc.).</li> <li>• Assist with the creation and tracking of expenditure requisitions.</li> </ul>

<ul style="list-style-type: none"> <li>Assist with SSVF outreach to the community, in order to promote program awareness and access.</li> </ul>
<ul style="list-style-type: none"> <li>Other tasks as directed by the SSVF Case Coordinator.</li> </ul>
<ul style="list-style-type: none"> <li>Collaborate as needed with other departments.</li> </ul>
<ul style="list-style-type: none"> <li>Provide a customer service focused effort to work with the public, volunteers, tenants, and others as needed.</li> </ul>
<ul style="list-style-type: none"> <li>Provide one-on-one development, coaching individuals on issues such as decision-making, goal planning, judgment, employment planning and other life skills.</li> </ul>
<ul style="list-style-type: none"> <li>Provide participants with labor market information, employment and training resources and job leads.</li> </ul>
<ul style="list-style-type: none"> <li>Advocate for clients in order to get necessary services and supplies; run client errands as necessary.</li> </ul>
<ul style="list-style-type: none"> <li>Assist clients with resources such as resumes, clothing, haircuts, work tools, uniforms and bus tickets.</li> </ul>
<ul style="list-style-type: none"> <li>Maintain statistics and documentation regarding agency outcomes and client progress.</li> </ul>
<ul style="list-style-type: none"> <li>Meet weekly with staff to update and review client and office procedures, coordinate schedules.</li> </ul>
<ul style="list-style-type: none"> <li>Prepare and submit all required reports and monitoring activities in a timely and accurate manner.</li> </ul>
<ul style="list-style-type: none"> <li>Adhere to all behavioral General Competencies.</li> </ul>
<ul style="list-style-type: none"> <li>Adhere to STF and ARM policies and procedures.</li> </ul>

#### **SUPERVISORY RESPONSIBILITIES**

None

#### **PHYSICAL DEMANDS**

<b>Physical Demand</b>	<b>Definition (ADA)</b>	<b>Requirements</b>
Stand or sit	Stationary position	Must be able to remain in a stationary position 80% of the time.
Walk	Move, traverse	The person in this position needs to occasionally move about inside the office to access file cabinets, office machinery, etc.
Use hands/fingers to handle or feel	Operate, Activate, Use, Prepare, Inspect, Place, Detect, Position	Constantly operates a computer, telephone and other office productivity machinery, such as a calculator, copy machine, and computer printer.
Climb (stairs/ladders) or balance	Ascend/Descend, Work atop, Traverse	NA
Stoop, kneel, crouch, or crawl	Position self (to), Move	Infrequently positions self to maintain computers
Talk/hear	Communicate, Detect, Converse with, Discern, Convey, Express oneself, Exchange information	Must constantly communicate With clients, staff and the public
See	Detect, Determine, Perceive, Identify, Recognize, Judge, Observe,	Must constantly read, type and view documents and the computer screen.

	Inspect, Estimate, Assess	
Taste/Smell	Detect, Distinguish, Determine	NA
Carry weight, lift	Move, Transport, Position, Put, Install, Remove	Must frequently lift and move supplies weighing up to 50 pounds.
Exposure to elements	Exposed, Work around	Constantly both indoors and outdoors

**NOTE**

This job description identifies the key responsibilities and expectations for performance. It cannot encompass all specific job tasks that an employee may be required to perform. Employees are required to follow any other job-related instructions and perform job-related duties as may be reasonably assigned by his/her supervisor. Failure to adhere to all standards and expectations herein may result in corrective action.

**SALARY RANGE**

The salary range for this position is \$28,000 - \$31,000 depending on experience.

**SIGNATURES**

**ACKNOWLEDGEMENT**

I acknowledge receipt of and understand this job description. I agree to abide by the requirements described herein as a condition of employment with the Save The Family Foundation.

**Incumbent:**

**Date:**

**APPROVAL**

I have reviewed and collaborated with the incumbent on this job description. I approve the contents herein as being of significant and relevant importance to the delivery of services within my scope of accountability.

**Supervisor:**

**Date:**

**CERTIFICATION**

I approve the contents herein as being of significant and relevant importance to the achievement of the mission of the Save The Family Foundation.

**CEO:**

**Date:**