



DATE:		POSITION	DIRECT SERVICES SPECIALIST	
INCUMBENT		SUPERVISOR	CHIEF PROGRAM OFFICER	
DEPARTMENT	DIRECT CLIENT SERVICES		FLSA STATUS	NON-EXEMPT

POSITION PURPOSE

Save The Family’s Direct Client Services is staffed with degreed Client Service Professionals. The Direct Services Specialist works across all facets of Save the Family’s Homeless Families’ Intervention Project, supporting the Case Coordinators in managing their caseloads of families. The Direct Services Specialist assists the Direct Service Staff with obtaining and completing necessary client paperwork, identifying referral sources, completing and reporting on client assessments, and providing direction toward setting and meeting goals with the end result being permanent housing and the income to support that housing at exit.

- MINMUM QUALIFICATIONS**
- A Master’s degree in social services, or related field from an accredited college or university is required.
 - Some professional or volunteer/intern experience in the non-profit sector is preferred.
 - Familiarity of HMIS a plus.
 - Possess strong cultural competence for both cultural and economic characteristics.
 - Demonstrate proficiency in grammar and spelling.
 - Demonstrate excellent interpersonal communication skills.
 - Be able to proficiently speak, read and write the English language.
 - 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
 - 25 years of age or older for liability insurance requirements.
 - Valid Arizona Fingerprint Clearance Card OR must qualify for a valid Arizona Level One Fingerprint Clearance Card.
 - Eligible to work in the United States of America.
 - The candidate must have flexible availability. Office hours are Monday through Friday 8am-5pm, though this position has a varied work schedule and will include evenings and occasional Saturday events.

- OTHER KNOWLEDGE, SKILLS AND ATTRIBUTES**
- Demonstrate a commitment to the mission, vision, and values of Save the Family Foundation of Arizona.
 - Be a self-starter with excellent time management skills.
 - Possess a collaborative way of working.
 - Be familiar with Save the Family’s service population, including diverse cultural and socioeconomic characteristics.
 - Demonstrate proficiency in Microsoft Office Suite including Word, Excel, and Outlook.
 - Maintain strict confidentiality.

<ul style="list-style-type: none"> • Behave professionally in manner and appearance.
<ul style="list-style-type: none"> • Be consistently organized and flexible.
<ul style="list-style-type: none"> • Be able to work hours outside the standard Monday – Friday 8:00 AM to 5:00 PM timeframe and to travel, if necessary (will include some evenings and occasional weekend events).

KEY RESPONSIBILITIES
<ul style="list-style-type: none"> • Become familiar with all facets of Save the Family’s Homeless Families’ Intervention Programs.
<ul style="list-style-type: none"> • Support Case Coordinators and Direct Service Staff with helping families achieve permanent housing and income to support that housing.
<ul style="list-style-type: none"> • Conduct interviews and work with families to complete the required assessments and phase treatment plans within the prescribed program guidelines.
<ul style="list-style-type: none"> • Act as a liaison to the community, advocating for client families and their needs.
<ul style="list-style-type: none"> • Maintain effective communication with direct service staff regarding activity with clients or files.
<ul style="list-style-type: none"> • Attend treatment team meetings.
<ul style="list-style-type: none"> • Actively participate in individual and group supervision as needed.
<ul style="list-style-type: none"> • Maintain and complete organized client files with 95% accuracy per STF audit process, compile and produce reports and analyses of program effectiveness as requested, and enter data into HMIS with 95% accuracy per HMIS audit and other computer data base systems.
<ul style="list-style-type: none"> • Act as interim for direct service staff absences as determined by the Chief Programs Officer.
<ul style="list-style-type: none"> • Work on special projects as determined by the Chief Programs Officer.
<ul style="list-style-type: none"> • Record, enter, and monitor client data per contract requirements.
<ul style="list-style-type: none"> • Maintain detailed timekeeping.
<ul style="list-style-type: none"> • Provide a customer service focused effort to work with the public, volunteers, clients, and other staff members as needed.

SUPERVISORY RESPONSIBILITIES
None

PHYSICAL DEMANDS		
Physical Demand	Definition (ADA)	Requirements
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 and files
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, Inspect, Estimate, Assess	Must constantly read, type and view documents and the computer screen.
Taste/Smell	Detect, Distinguish, Determine	N/A
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 works indoors

NOTE

This position profile 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.

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:	