



## **Family System Specialist**

### **JOB DESCRIPTION**

**Job Title:** Family Solutions Collaborative Family System Specialist

**Supervisor:** Family System Administrator

**FLSA Status:** Non-Exempt

**Employment Status:** Full-Time

**Band Level:** Manager

**Submit Resume and Cover Letter to** [CBuck@oc-fsc.org](mailto:CBuck@oc-fsc.org)

**Location:** Remote

### **ORGANIZATION**

Founded in 2007, Charitable Ventures is a 501(c)3 nonprofit organization that provides incubation, social impact consulting and regional collaboration support to community projects and foundations working towards positive social change.

### **ABOUT THE FAMILY SOLUTIONS COLLABORATIVE**

The Family Solutions Collaborative is made up of 30 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.

### **POSITION DESCRIPTION**

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.

### **DUTIES AND RESPONSIBILITIES**

The following are the primary responsibilities of this position (other duties may be assigned as necessary):

#### **Support and Coordination with Access Points**



## CHARITABLE VENTURES

A Center for Social Change

- 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 Coordinated Entry System 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 unhoused or at-risk families
- 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 training for Prevention and Diversion and other new programs, 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
- Attend community events as a Family Solutions Collaborative Representative
- 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.
- Proven experience in program management and team leadership, preferably in a family support or social services context.
- Strong understanding of family dynamics and challenges faced by diverse populations.
- 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, interpersonal, and problem-solving skills.
- Ability to collaborate effectively with community partners and stakeholders.
- Excellent communication skills, both written and verbal
- Bilingual preferred

### **REQUIREMENTS**

- Bachelor's degree in human services, communication or similar experience
- HMIS/Clarity experience REQUIRED
- Proficiency in using computer software for data management and reporting.
- Intermediate to advanced MS Excel capabilities
- Maintain valid California Driver License and State-mandated Auto Insurance

**Supervisory Responsibilities:** None

**Confidential Information:** Employees holding this position will have access to confidential personnel information, as well as client financial data and proprietary program design and intellectual property and, therefore, they must pay particular attention to the Client Confidentiality section of the company's Employee Handbook.

**Physical Demands:** While performing the duties of this job, the employee is regularly required to sit, speak, hear, stand, and walk. The employee is frequently required to use hands to keyboard. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

**Work Environment:** The noise level in the work environment is usually moderate. While performing the duties of this position, the employee is occasionally exposed to outside weather conditions when driving to and from meetings. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



**CHARITABLE  
VENTURES**  
A Center for Social Change

**Acknowledgement section on next page**

**Acknowledgement:** I have read and understand the duties and responsibilities outlined herein which are required to successfully perform the position of Family Solutions Collaborative Data Specialist further acknowledge that the duties and responsibilities listed above are a foundation for my position and other duties may be assigned, as necessary.

Employee Sign: \_\_\_\_\_

Employee Print: \_\_\_\_\_

Date: \_\_\_\_\_

CV Representative Sign: \_\_\_\_\_

CV Representative Print: \_\_\_\_\_

Date: \_\_\_\_\_