

Position Summary

The Support Services Specialist works one-on-one with residents, creates and facilitates workshops, provides case management, monitors provisions of services and helps residents access available services and resources in the community, as well as other duties as assigned. The service coordinator works in conjunction with the property manager(s) and other staff to empower residents to age in place and remain independent.

The Support Services Specialist reports to the Director of Pine Ridge.

Examples of work

Duties and responsibilities include but are not limited to the following:

- Completes assessment to identify all service and support needs and develop an Individual Service Plan (ISP)
- Identifies the services that will meet clients' needs, completes referrals, and coordinates services
- Educates clients on services available in their communities
- Professionally and collaboratively provides limited case management (i.e., evaluation of social, psychological and physical needs and the development of a service plan) for a resident when such service is not being provided by a general or local service community organization
- Resolves any barriers to the delivery of service and acts as a liaison between community agencies, service providers, and residents
- Monitors services to ensure that they are being delivered as planned and that outcomes are being achieved
- Provides supportive services that includes ongoing coaching, mentoring, and continuous follow-up and tracking of referrals to assess household status and progress
- Builds rapport with residents, while maintaining appropriate professional boundaries in order to assist residents appropriately
- Conducts home visits to with families/individuals who live onsite, as needed
- Develops, maintains, and updates case management files; maintains confidentiality of information
- Develop and plan onsite activities
- Documentation on Family Metrics
- Performs related duties as required

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Experience with community programs and/or services in Palm Beach County
- Must be culturally sensitive and be able to work with a multicultural population and relate to the needs of multi-racial and multi-cultural low income residents

- Good communication, writing, problem solving and organizational skills in addition to strong advocacy capabilities
- Ability to maintain effective working relationships with clients, colleagues, and other agency representatives
- Ability to work independently and to prioritize work
- Experience case management preferred
- Ability to perform duties within structured time
- Comfortable and creative in facilitating workshops for residents
- Must possess a valid Florida driver's license

Education and Experience

Graduation from an accredited college or university with major course work in Social Work or Psychology; **OR** any equivalent combination of related training and experience. Bi-lingual in English/Spanish, preferred.

Job Type: Full-time