



Job Description

JOB TITLE: Family Support Specialist

DATE WRITTEN: November 2021

FUNCTIONAL AREA: Workforce Services
2021

DATE APPROVED: November

REPORTS TO: Program Manager

PREPARED BY: Program Manager

GRADE: Non-Exempt

SALARY: DOE

JOB SUMMARY:

Navigator provides intake services for clients and their family members to determine area of need/assistance for getting back to work, housing and utility assistance, food stamp/snap assistance, clothing, educational, transportation, food, other community services based on needs. The Family Support Specialist will serve as an advocate to customers to assure access to all navigated services and in maximizing the use of both internal and external community resources based upon the need presented. This team member will effectively increase the number of individuals who successfully are connected with a service to meet their need by navigating the complicated system of human services that exist in the greater Phoenix area by providing details about the service, the process to request services (if external) and making a strong connection with a staff member within that service on behalf of the client.

MAJOR FUNCTIONS:

- Conduct comprehensive assessment and intake of incoming clients for workforce clients and clients from other service areas as need presents
- In collaboration with the client, create next step for action based on navigated service
- Provide personalized navigation to service agencies as needs are substantiated
- Knowledgeable of and assure that navigated services are provided to agencies that provide entitlement services
- Provide follow-up services to all navigation
- Document and maintain **confidentiality** of all client database records in a timely manner; Must maintain and comply with federal confidentiality laws

- Maintain respectful relationships with clients, former clients and their family members
- Personally introduce clients to internal staff as part of navigation process, creating a smooth transition of services/activities
- Provide data for Phoenix Indian Center's monthly, quarterly and yearly reports
- Build knowledgeable and stay abreast of pertinent eligibility criteria for all agencies listed in the data base and add new agencies ones as appropriate
- Develop and maintain partnerships with other service providers in the local area
- Develop and maintain a services agency data base with contact information
- Maintain a positive working relationship with internal team members and follow all organizational procedures and processes
- Participates in scheduled external and internal client staffing meetings
- Other duties as assigned

MINIMUM QUALIFICATIONS:

- Bachelors degree in Social Work or related field and two years experience or any equivalent combination of education and experience
- High level of professionalism with strong administrative skills
- Excellent time management skills and ability to multi-task and prioritize work
- Strong attention to detail and problem-solving skills
- Excellent written and verbal communication skills
- Strong organizational and planning skills and can handle multiple projects
- Extremely proficient in MS Office and data entry
- Strong passion for community engagement with the American Indian community
- Ability to build and maintain relationships in a professional manner
- Requires statewide travel
- Knowledge of community resources to include but not limited to low cost-housing, shelters, food banks, behavioral and physical health services, childcare, legal aid and more
- Knowledge of the social, educational, cultural and economic development and needs of urban American Indians
- Ability to multitask numerous project responsibilities

PREFERENCE:

In accordance with the Indian Preference Regulations, preference is given to American Indians. To claim American Indian preference a copy of tribal affiliation must be submitted with resume and supplemental information form.

Note - All staff requirement:

- Must have or able to obtain a State of Arizona Department of Public Safety Fingerprint Clearance Card within 90 days
- Dependable transportation, valid driver's license, and automobile insurance coverage in compliance with Center requirements

SUBMIT CURRENT APPLICATION PACKET TO INCLUDE:

- A complete Application Packet includes (1) cover letter, (2) resume (3) supplemental information form
- Via Email: info@phxindcenter.org
- Mail Service: PHOENIX INDIAN CENTER, INC. - Personnel | 4520 North Central Avenue, Suite 250 | Phoenix, Arizona 85012
- PH: 602-264-6768 | FAX: 602-274-7486
- www.phxindcenter.org Click on Contact Us
- NOTE: Supplemental Information Form can be found at www.phxindcenter.org/employment/