

**Alameda  
Point  
Collaborative**  
**JOB ANNOUNCEMENT**

<b>POSITION</b>	<b>Support Specialist (case management)</b>
<b>DEPARTMENT:</b>	<b>Support Services</b>
<b>REPORTS TO:</b>	<b>Director of Programs</b>
<b>FLSA CLASSIFICATION</b>	<b>Non Exempt</b>

**PRIMARY FUNCTION**

Under the general direction of the Director of Programs, the Support Specialist provides life skills and wellness based case management and supportive services to APC resident families. The Support Specialist conducts intake and needs assessments, develops individualized family wellness action plans with assigned families, maintains supportive family support relationships, brokers and coordinates with internal and external providers to meet comprehensive needs. The Support Specialist is accountable for ensuring timely and consistent completion of all program service documentation. As a member of an interdisciplinary support team, the Support Specialist is expected to engage residents to participate in wellness-based supportive services that facilitate housing retention and increased self sufficiency. Support Specialists work as a partner with the resident community to develop and implement individual and group service activities that support the creation and maintenance of a strong APC resident community.

**DESCRIPTION OF DUTIES**

- Outreach, engage and build supportive partnerships with individual caseload of APC residents/families.
- Engage new residents and complete new resident orientation and enrollment activities and documentation.
- Partner with assigned families to complete a strength-based family wellness needs assessment and develop individualized family wellness action plans while modeling accountability in meeting service partnership plan agreements.
- Develop and maintain regularly scheduled meetings with residents to review progress and partner with families to coordinate the wellness plan; identify and broker additional resources as needed and provide life skills and supportive counseling to address barriers to progress.
- Identify and demonstrate personal accountability to develop and maintain community alliances and resources for APC residents.
- Participate as an active member of the APC services team to achieve program and service outcome expectations.
- Complete yearly HMIS assessments all household members, inform supervisor of gaps in service, and assist in developing services, resources and/or referrals for residents to meet service needs.
- Work pro-actively with families to identify and address potential conflicts, crisis, meet wellness and recovery management support needs and address and follow up conflicts and crisis that arise.
- Ensure that all program services documentation is complete and consistently meets contractual and programmatic regulatory requirements.
- Facilitate and teach functional life skills or educational workshops or groups as directed.
- Actively support the planning and implementation of community building and community leadership events and programs.
- Commit to personal learning and skill building by attending and actively participating in all required staff meetings, assigned conferences, trainings and case conference.

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- Assess and arrange/provide transportation support for essential resident health, or benefits related appointments.
- Other duties as assigned

**QUALIFICATIONS & EXPERIENCE**

- B.A. degree in psychology, social work or related field, or equivalent experience.
- Two years experience in social services providing direct services and facilitating learning groups with individuals or families who have been homeless, disabled or socially/economically disenfranchised.
- Minimum of 2 years experience working as a member of a social rehabilitation or strength based mental health wellness model service delivery team.
- Practical knowledge and experience using Harm Reduction, Trauma Informed engagement practices, motivational interviewing tools while working with substance abuse, mental health and/or co-occurring issues is highly desired.
- Demonstrated positive history maintaining confidentiality and managing personal boundaries in a social service, housing or residential environment.
- Must possess and maintain a valid CA Drivers' License and meet and maintain APC insurance coverage requirements.
- Fingerprint/background check clearance required

**ESSENTIAL FUNCTIONS & SKILLS**

- Ability to practice accountable transparent communication and coordination skills while working as member of a diverse multi-disciplinary team.
- Demonstrated cultural competency and interpersonal engagement skills while working in a racially and culturally diverse community
- Openness and willingness to practice and model new learning. .
- Ability to adapt to a changing work environment and a work schedule to meet program and client needs
- Ability to withstand and maintain professionalism and personal boundaries when challenged.
- Ability to accurately communicate observations, plans, actions in verbally and in writing.
- Computer literacy that includes functional knowledge of MS Word, MS Excel, and Outlook and ability to learn and maneuver in a local area network environment.
- Critical reasoning and thinking skills and ability to problem solve.
- Ability to occasionally lift and carry up to 20 pounds

APC offers a competitive salary and benefits package

Alameda Point Collaborative is an Equal Opportunity Employer

To apply, please send cover letter and resume to [APCrecruitment@apcollaborative.org](mailto:APCrecruitment@apcollaborative.org), with the position you are applying for in the subject header.