

## **MEND | Meet Each Need with Dignity**

10641 N San Fernando Road

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**Phone** | 818.896.0246

**www.MendPoverty.Org**



### MEND JOB DESCRIPTION

**POSITION TITLE:** Family Support Provider

**FLSA STATUS:** Non-Exempt

**REPORTS TO:** Case Management Supervisor

**JOB SUMMARY:** The Family Support Provider will assist families experiencing poverty as they identify and realize individualized goals. This position will meet the demand of the MEND community by working alongside, and supporting, a team in providing direct services through home visits, office visits, site visits, and phone calls. Services include assessing individual and family needs, assisting clients in identifying goals, developing a case plan, and empowering clients to follow through with tasks. The Family Support Provider will provide guidance and supervision to team of MSW candidates and other student interns. The Family Support Provider will be knowledgeable in all MEND programs, will work closely with MEND staff to track client progress, and strengthen partnerships with lead agencies serving the community.

#### **DUTIES AND RESPONSIBILITIES:**

##### **Case Management Activities**

1. Carry caseload and provide intensive case management services.
2. Complete family assessments and act upon critical needs appropriately and immediately.
3. Develop a comprehensive client-driven case plan with both short-term and long-term goals, and monitor progress towards goals during regularly scheduled weekly sessions.
4. Refer and link clients with MEND services and community resources, accompany client when needed to serve as an advocate.
5. Provide individual and group counseling to clients and families as indicated.
6. Cover social work interns' case load during absences.

##### **Supervision-*to start after year 1***

1. Supervise a team of MSW candidates and other student interns to support MEND case management activities ensuring that the services provided are high-quality and conform to MEND.
2. Meet weekly with each student for one hour of individual supervision.
3. Review students' documentation and weekly Educationally Based Recordings, and hold students accountable for timely, accurate and complete program documentation, such as service plans, treatment goals home studies, case notes and special incident reports.
4. Complete two semester evaluations and two mid-term evaluations.
5. Meet with student and university field liaison once per semester for a site visit.
6. Facilitate clinical trainings for agency in topics including but not limited to: child abuse reporting, suicide prevention, critical incidents, and confidentiality.

##### **Outreach**

1. Stay up to date with information on community agencies that run programs to benefit our recipients
2. Represent MEND at community meetings and events, present information about MEND services to new partners and clients.

**Recording/Reporting**

1. Use the Efforts to Outcomes (ETO) Client Database to record client encounters, update contact information and note progress towards meeting individual goals.
2. Attend monthly staff meetings, and occasional Saturday agency events.

**Qualifications:**

- Must be an Associate Clinical Social Worker (ACSW) or Licensed Social Worker (LCSW) in the state of California and have a Master's Degree in Social Work from an accredited School of Social Work.
- 1 year of experience preferred in social services, counseling, crisis intervention, family services, preventive services, housing services or homeless services.
- Experience working with individuals with diverse ethnic backgrounds.
- Expertise in strengths-based, solution-focused, and family-centered practice.
- Knowledge of community resources; excellent internet and research skills.
- Strong interpersonal skills and demonstrated ability to work effectively as part of a team.
- Ability to solve problems; ability to deal calmly in crisis situations.
- Proficient in Microsoft Office (Word, Excel, Access, PowerPoint); ability to learn new programs.
- Excellent written and oral communication skills.
- Bilingual English/Spanish Fluency.
- Position requires some local travel; approx. 25% of the time; must have reliable transportation and valid automobile insurance.
- Satisfactory health screen and negative TB test.
- Satisfactory LiveScan results.

**Time Commitment:** Full time. Must be flexible to work evening hours and occasional weekend events.

**Benefits:** Paid holidays, two weeks annual vacation plus year-end Christmas holiday closure, and sick leave.

**Compensation:** \$53k-60k DOE

To apply please email cover letter and resume (subject line: Family Support Provider) to:

[jobs@mendpoverty.org](mailto:jobs@mendpoverty.org)

**Resumes will be accepted until September 6, 2019.**

The ability to interact with staff (at all levels) in a fast paced environment, sometimes under pressure, remaining flexible, proactive, resourceful and efficient, with a high level of professionalism and confidentiality is crucial to this role. Expert level written and verbal communication skills, strong decision-making ability and attention to detail are equally important.

*The above statements reflect the essential functions considered necessary to describe the principle content of the job. They are not intended to be a complete statement of all work requirements or duties that may be inherent in the job. All positions contingent on continued funding.*