


## **Lutheran Services Carolinas Job Description**

**Job Title:** Family Support Worker  
**Supervisor (title):** Supportive Housing Program Director  
**Department:** Program Services  
**Approved by:** B. Welch Thomas  **Date:** 8/11/2017

### **Position Purpose/Summary:**

The Supportive Housing Program is a faith-led permanent supportive housing solution in contract with the Charlotte Housing Authority (CHA) whereby qualified families are given a defined set of “steps” which can empower them during their journey towards self-sufficiency. The Family Support Worker is assigned to all participants to make a proper assessment of strengths, needs and aspirations. The Family Support Worker will guide each client through a service plan which outlines short and long-term goals. Regular in-home visits are made while also implementing support strategies that teach problem-solving skills and financial literacy. The Family Support Worker will be responsible for monitoring and reporting progress; and evaluating the outcomes of the families. In addition, the Family Support Worker advocates for participants and provides linkages to resources in the community. The Family Support Worker partners with groups of volunteers from local congregations that engage in meaningful, long term relationships with participants to provide emotional support and friendship, as well as with other community agencies that service the families. This position is supervised by the Program Director of Supportive Housing at Lutheran Services Carolinas.

### **Essential Functions** *(Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

1. Maintain a caseload minimum between 60-65 families, working irregular hours.
2. Schedule regular visits to families’ homes and/or places of employment.
3. Develop and implement an individualized family support plan with each participating family.
4. Assist families in obtaining services from other community agencies; identify needs and coordinate assistance; network with other agencies.
5. Document and maintain accurate, complete and confidential records that reflect assessment, services and outcomes.
6. Contribute and participate in peer audits quarterly and CHA audit annually.
7. Transport families in personal vehicle as needed.

8. Attend Supportive Housing Program staff meetings, and clinical supervision meetings, along with Charlotte Housing Authority's Collaborative Meetings and trainings.
9. Attend professional learning opportunities related to essential job functions.
10. Facilitate and attend workshops for program participants on a monthly basis.
11. Provide childcare during workshops/trainings for program participants.
12. Perform other related work as assigned by supervisor.

**Supervisory Responsibilities, if any** (*The scope of the person's authority, including the positions that report to the incumbent.*):

N/A

**Qualifications (Minimum Job Requirements):** *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*

Education: Master of Social Work; or Master degree in relevant field (human services); or Bachelor degree in relevant field (social work, human services).

Experience: 1 year of related experience with Master's degree; or five years related experience with Bachelor degree.

Specific Skills and Abilities: Knowledge of social services available through anti-poverty programs, with basic counseling skills and techniques. Required use of personal computers and Microsoft office software. Effective oral and written communication skills. Ability to establish and maintain effective working relationships with families, community partners, co-workers, and with representatives of other agencies and programs.

Specialized knowledge, licenses, etc: Must have valid driver's license and insured transportation.

**Preferences (Optional):** (*Preferred attributes for the position, which are not absolutely required in the minimum qualification - e.g. masters degree, bilingual*).

N/A

**Working Conditions/Physical Requirements:** (*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*).

1. Travel required. Reliable and dependable transportation also required as you will transport clients in vehicle.
2. Office environment, sitting at desk in front of computer periodically.

3. Ability to bend, stoop to floor, reach overhead. Ambulatory throughout all areas – stand, walk, etc.
4. Minimum lift and carry requirement of 15 pounds.

This job description is not an employment contract. Lutheran Services Carolinas reserves the right to alter the job description at any time without notice.

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Employee Signature

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Date

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Supervisor Signature

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Date

***Employee signature constitutes employee's understanding of the requirements, essential functions and duties of the position.***