



# Good Samaritan Services

*Restoring hope. Transforming lives.*

## **Good Samaritan Mission Statement:**

Good Samaritan Services gives immediate help to people who are experiencing homelessness, and helps those at risk of becoming homeless, by restoring their lives to stability. We engage the community to support these efforts.

## **JOB DESCRIPTION: PART-TIME FAMILY RESOURCE COORDINATOR**

**Reports to:** Lead Family Resource Coordinator

**Status:** Exempt

**Purpose:** Responsible for family selection, service development & evaluation, family resource coordination, networking with other agencies, and supervision & staff communication.

## **JOB DUTIES AND RESPONSIBILITIES**

### 1. Family Selection

- Screen initial inquiries over the telephone as part of the intake procedure and keep appropriate paperwork on these inquiries.
- Participate in initial and occasionally second interviews with potential participants as requested by Program Supervisor.
- Along with Lead FRC, make recommendation of a family's acceptance into the program.
- Assist in the match of families and volunteers when appropriate.

### 2. Service Development & Evaluation

- Initiate and maintain a service agreement and service plan which will establish personal goals and objectives in relation to housing stability including physical, emotional, social and spiritual health as needed and should be updated on a regular basis.
- Conduct extensive and ongoing family strengths and needs assessment for each participant.
- Assist Matched families and volunteers work to identified goals of relationship and monitor progress.

### 3. Family Resource Coordination

- Provide resource coordination for each family in the program assigned to you for services. This would include regular home visits, phone contact and maintaining an active service plan.
    - i. The average number of families to be serving is 12 to 15 families for full time work. **This number will be adjusted for a part-time FRC depending upon the number of hours worked weekly.**
  - Assist participant families to secure housing through developing a plan to maintain it independent of Good Samaritan Services.
  - Assist participant to attain stability through developing a plan for sufficient income through employment, money management and other resources.
  - Help families to develop a support network of mentors, friends and family.
  - Help participants meet personal goals and are aware of community resources for meeting future goals.
  - Promote psychosocial health by helping family members address issues of self-esteem, dependency, and relational issues, etc.
  - Recommend and arrange professional counseling services for families as needed.
  - Provide education for women in the area of budgeting and work at monthly financial planning.
  - Advocate on behalf of participating families to create, obtain or secure services, including job training, housing and social services.
  - Initiate and maintain a goal plan for each child as necessary and make appropriate referrals as needed.
  - Assistance in the development of the relationships between matched families and volunteers as needed and address issues that may arise in the process.
  - Maintain file and paperwork on each assigned family unit in the program.
  - Coordinate services with existing social service agencies.
  - Maintain updated information in participant tracking database such GSS and county data bases.
4. Supervision and Staff Communication
- Participate in weekly peer supervision with Lead FRC; supervision with DHSS determined by need and schedule; quarterly agency meetings; and other meeting as identified by management.
5. Network with and build positive working relationship with other agencies
- Establish an avenue in which to maintain agency relationships to enhance the referral process.
  - Participate in regular monthly meetings as appropriate such as housing network meetings or county case manager meetings.

## REQUIREMENTS

- Experience or training in working with individuals and families.

- An understanding of and commitment to the mission of Good Samaritan Services & the Counties we serve.
- Valid driver's license and availability of a vehicle.
- Clear written and verbal communication.
- The ability to multitask.
- Ability to move objects up to 25 pounds while setting up for events.
- Preferred – Bilingual (Spanish Speaking)

#### **EDUCATIONAL REQUIREMENTS**

- Minimum – Associate Degree and displayed experience in related field
- Preferred – Bachelor's degree in Social Work or Human Services Field. Persons with equivalent experience and demonstrated skill in social services may be considered

*This position is accepted pending a three month probationary period at which point the Director of Housing Support Services and/or the Lead FRC will conduct a performance evaluation.*

Revised 9.24.20 TF COO