


Supportive Services Specialist Job Description

Salary Range \$32,500- \$36,000

Supportive Services Specialist responsibilities include, but are not limited to providing resources and supportive services for the newly enrolled clients to remove barriers to employment. These services include but are not limited to housing, community resources, health and wellness, transportation and training. Providing the company with the ability to offer peer support, case management and social services along with admin support for the organization and internal programs.

Duties:

- Performs on-going follow- up/case management and maintains follow-up contact with the participants to ensure housing and resources that are referred to and for while addressing any current barriers.
- Assist the Community Engagement Director with enrollments, orientation meetings and Second Chance training to employment programs at the  location when necessary.
- Responsibilities include, but are not limited to, identifying and recruiting potential participants to determine eligibility and admit eligible participants for employment;
- Provide follow-up contacts to referrals from outside agencies; enhance and/or develop relationships with public and private partnership
- Work closely, with the Director of Government Grants and Contracts to maintain standardized

operational processes relating to the issuing of supportive services, follow-up tracking and to ensure compliance with grant requirements and policy and procedures.

- Attends weekly case conference meetings, appointed conference meetings and various community provider meetings as directed from supervisor or team lead.
- Visit community resources for people using services to assist them in becoming familiar with potential opportunities.
- Generates monthly reports such as, i.e. integration, reverse referral, and program-based statistics needed for organizational supported programs to include success stories.
- Assist community relations team with strategic marketing and company mission-oriented engagement with community partners promoting the organization.
- Attends job fairs and builds a rapport with hiring managers and community-based partners, as needed to highlight the company's alternative way of staffing and support to REH individuals.. Attend webinars and trainings relative to job description and position. Provides oversight of supportive services for retention clients and enrolled state and federal program participants. Issues Marta cards, vouchers, referrals, and other supportive services. Responsible for daily, weekly, monthly follow-up of all participants helped through funding supported programs. Coordinate, with community-based organizations and providers to sponsor community events for clients.

Other duties as assigned:

-Will include to provide employment related services to the job coaches and admin to support orientation and staffing once a week, as in facilitating orientation, assisting with application's, collecting data, administering drug test.

-Provides training and career development resources as needed to clients.

Requirements or Preference

Associates or higher education level

Excellent Written and Verbal Communication

Technical Proficiency

Teachable and Self motivated

Ability to work with managers and peers

Organizational Skills

Problem Solving Abilities

Team Player Attitude

MS Applications Software knowledge