

## HOPE SERVICES

### **Job Description**

5/07 rev.

**Position:** Support Specialist

**Classification:** Exempt

**Salary Grade:** 7

**Status:** Non-Bargaining

### **Purpose:**

Implementation and documentation of progress towards consumer goals, promoting self-reliance and independence. Supervision of assigned roommates/companions. Responsible for: Consumer protection, rights, grievance procedures, fair hearings, and incident reporting.

### **Principle Responsibilities:**

The following responsibilities represent the essential functions of the position. An employee in this classification is responsible for carrying out the following functions:

1. Assures adequate staffing through scheduling, recruitment, hiring, training and orientation of direct service, substitute and volunteer staff as assigned. Provides all aspects of supervision, of assigned staff in the households of consumers.
2. Provide 1:1 support in the consumers home and community as identified in their Personal Plan. Provides support on 24-hour pager.
3. Assist and participate in the Circle of Support and implementation of the Person Centered Planning Process.
4. Facilitation and development of Circle of Support to build relationships with client, family, friends, neighbors, SARC, clients, relief staff, and roommate. Acts as advocate on behalf of consumers served.
5. Development and expansion of consumer participation in typical and generic community activities as chosen by the consumer. Schedule Outreach rides to and from work.
6. Complete required forms and accountability documentation, incident reports, case recordings, billing, and other required documentation. Assist consumers with developing medication monitoring systems to ensure medication regimes are followed.
7. Assist consumer in finding housing, roommates and training needed supports.
8. Maintains all assigned client case records, quarterly progress reports, Outreach billings and monthly billings.
9. Responsible for maintaining a professional relationship with consumers, family members, doctors (medical, specialist, clinics) and appropriate others. Represents HOPE in the community.

10. Acts as a mandated abuse reporter.
11. Perform other duties, as assigned, to assure efficiency of program services.

## **Support Specialist**

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#### **Minimum Qualifications:**

Bachelors Degree in rehabilitation, social sciences, special education, health, public administration, social work, or an approved related field **plus** 3 years of approved experience in rehabilitation or social work **or** an approved equivalent combination of education and experience. Completion and clearance of fingerprints for DOJ criminal background check, TB test, physician's report, and First Aid and CPR certification required.

\* Possession of a valid California Driver's License, a clear driving record, and auto insurance is required.

**Reports To:** Coordinator of SLS

**Supervisory Responsibility:** yes

#### **Required knowledge, Skills and Abilities:**

1. Knowledge of community services
2. Implement ISP objectives
3. Knowledge of client rights/advocacy
4. Knowledge of housing market and transportation
5. Health & Safety considerations

#### **Environmental Conditions:**

Extensive driving around town and in the consumer community; exposure to climatic conditions, heat, cold, humidity, dampness, sun, pollens; work nights occasionally and weekends; lifting/carrying supplies for consumer supports to and from locations, walking, standing, visual/auditory acuity while supporting consumer in the community; position is community based and in consumer homes, climbing stairs to reach the consumer is occasionally necessary;

work alone as well as closely with others, sitting for periods of time in meetings and in office environment; produce work on computers/office equipment.