



Community Support Specialist

POSITION SUMMARY

The Community Support Specialist will have a positive and healthful approach to working with families in the community with a focus on assisting participants of the Bridges out of Poverty program. Primary responsibilities will be providing guidance, resources, and support to individuals and families as they work towards overcoming the challenges of poverty and achieving greater stability and self-sufficiency. The position may also work with MDHHS families to provide support working in client's homes, providing life management skills and assessing and addressing family risk factors. The position requires a flexible schedule to meet family needs in the 4-county area.

GENERAL RESPONSIBILITIES

- Provide one-on-one support and advocacy to participants of the Bridges Out of Poverty program, helping them navigate resources and services within the community.
- Assist participants in accessing essential services such as housing, healthcare, employment assistance, education, and financial assistance programs.
- Facilitate referrals to community agencies, organizations and support networks that can provide additional assistance and resources.
- Coordinate with the Bridges Program Director, facilitators, Community Support Coordinator and other team members to ensure seamless delivery of services and support to participants.
- Provide services specific to the needs of the family and service plan, such as role modeling, instruction, support, advocacy, and supervision.
- Address relevant topics and issues with families, including child care issues, parenting, budgeting, homelessness and/or home management, nutrition, and employment issues.
- Maintain contact with referral sources to discuss case management and progress, within the limits of confidentiality.
- Conduct face-to-face interviews with families to establish the need to for services and develop a service plan, based on interviews and parenting skill assessment tools.
- Provide services to families in the home and community as specified in the service plan
- Monitor family dynamics/situations, and provide assistance/support.
- Provide parents with parent-child interaction skills and home management skills.
- Initiate interventions such as calling police, informing referral source, and making a referral to Protective Services, as necessary and within legal requirements.
- Provide court testimony regarding the client case, as requested.
- Provide transportation for clients as necessary and within the scope of the service plan.

- Complete client paperwork in a timely manner.
- Complete all reporting requirements as outlined by MDHHS contract.
- Meet with MDHHS staff to discuss cases for continuation or closure.
- Work independently to complete assignments and tasks.
- Travel to Houghton, Keweenaw, Baraga and Ontonagon Counties.
- Attend all necessary training.
- Other duties assigned.

QUALIFICATIONS

Required Qualifications:

- BS or BA in a Human Services field. Experience or knowledge in crisis intervention, training, and program development recommended. Ability to provide leadership in the community on issues related to parenting assistance is essential. Excellent communication, planning, and organizational skills are necessary for success in this position.
- Strong interpersonal skills and the ability to build rapport and trust with diverse populations.
- Empathy, compassion, and a nonjudgmental approach to supporting individuals facing adversity.
- Excellent communication skills, both verbal and written, with the ability to advocate on behalf of participants and collaborate with service providers.
- Organizational skills and attention to detail, with the ability to manage multiple tasks and prioritize effectively.
- Ability to work independently as well as part of a team, demonstrating flexibility, adaptability, and professionalism.
- Valid Current Driver's License.
- Reliable Transportation.
- Necessary car insurance to meet grant specifications.

Preferred Qualifications:

- Previous experience working with families.
- Previous experience working with individuals and families experiencing poverty, homelessness, or other socio-economic challenges.
- Knowledge of community resources, social services and government assistance programs.

TYPICAL WORK SCHEDULE

- 40 Hours Per Week. Some Evenings & Weekend Hours Required.

POSITION CLASSIFICATION, WAGE SCALE, AND OTHER BENEFITS

Full Time, Non-Exempt Position.

Copper Shores is committed to offering a competitive compensation and benefit package including health, dental, vision, and prescription coverage along with a supplemental life and disability coverage; 401k contribution, paid time off, and a competitive salary that's expected to be between \$17.50 - \$20.00 per hour, based on experience level and mileage reimbursement based on the current IRS rate.

AT WILL DISCLAIMER

It is the policy of Copper Shores that all employees who do not have a written contract with Copper Shores for a specific term of employment are employed at the will of Copper Shores for an indefinite period and are subject to termination at any time, for any reason, with or without cause or notice. At the same time, such employees may terminate their employment at any time and for any reason.

ORGANIZATION MISSION, VISION, AND GUIDING PRINCIPLES

MISSION

- To positively influence a healthful community through enhanced philanthropy and collaboration

VISION

- To influence a shared vision (of a healthful community)
- To foster collaborations and partnerships
- and to build community capacity to shape outcomes

OUR VALUES

- Integrity - We will be open, honest, and transparent in our administration and stewardship of the community assets entrusted to us.
- Commitment to the Community - We shall administer the Foundation in a way that is objective, responsible and focused on long-term sustainability and impact.
- Collaboration - We will work to bring perspective and experience together to fulfill our potential as we work as a broader group that represents the interests of the community we serve. This shall be done to ensure that we strive to identify, foster, and maintain partnership-relations as we work to improve the health of our community.
- Creative Solutions - We will work towards that which we aspire to be and will find creative, innovative, and sustainable solutions to the systemic challenges that face our community's overall condition of health.

SUCCESS FACTORS

- People - We will employ, engage, develop, and retain high-caliber employees and Board Directors.
- Processes - We will work to ensure our administrative processes provide effective administration of the Foundation.
- Financial Performance - We recognize that we must achieve financial goals and investment returns in order to effectively and perpetually reinvest in our community.

- Communication – We will be transparent and honest in our promotion of the Foundation and efforts to engage our donor community and cultivate overall public support.
- Community – We recognize and acknowledge the vitally important role our community partners, donors, and various stakeholders play in making this a more vibrant and healthful community and our success is found in their success and support.

EQUAL OPPORTUNITY EMPLOYER DISCLOSURE

The qualifications and specifications mentioned above are intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind of level or difficulty. The position will be filled based on qualifications regardless of Race, Color, Disability, Religion, Sex, Sexual Orientation, National Origin, Height, Weight, Age, Veteran, or Marital Status.