

**Position Title:** Support Specialist II

**Reports to:** Support Services Manager

**Position Summary:** The Support Specialist II holds primary responsibility for shepherding a young person through Hope Builders 28 month training program. This individual uses a biopsychosocial framework that integrates personal involvement and various interventions to improve a participant's social and emotional health and address their personal and environmental challenges. The Support Specialist II engages participants in developing a customized plan to address social, emotional, mental, and environmental challenges through support meetings, life skills workshops, education, information and referrals, and advocacy. This individual works collaboratively with an interdisciplinary team to assist the participant overcome barriers to employment and education and achieve Hope Builders outcomes of workforce preparedness, life and economic stability.

**Key Responsibilities:**

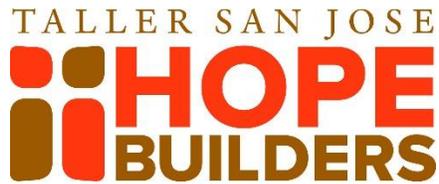
- Provide comprehensive support services to participants based on assessment; conduct follow-ups, teach life skills workshops and facilitate support groups with particular emphasis on assisting participants deal with drug, alcohol, criminal and legal issues.
- Coordinate and teach life skills workshops. Work closely with Support Services Manager on the development of life skills classes and make recommendations based on your work.
- Provide guidance, resource and referrals, and coaching in order to help participants obtain and retain employment successfully or achieve an advanced certification or credential.
- Work with Hope Builders staff members to comprehensively assist participants identify and reduce barriers to employment. Provide clear feedback to participants regarding work-readiness, boundaries, and expectations.
- Provide crisis management as needed; make linkages for interventions as appropriate
- Work with Program Managers, Instructors and other staff to achieve participant's certification, placement, job retention and program goals.
- Attend meetings for appropriate community partners and funders as requested. Serve as a liaison between Hope Builders and the community.
- Maintain timely and accurate case notes.
- Provide follow-up reports on program participants as needed.
- Maintain a high level of ethical conduct.
- Other duties as assigned.

**Minimum Position Qualifications:**

*Educational Requirements:*

- MSW or MA in Counseling
- A minimum of three years of related experience

**NOTE:** *This position offers licensed eligible MFT Interns or ACSW's with supervision toward hours.*



*Skill and Experience Requirements:*

- Previous experience working with young adults or youth programs.
- Previous experience with foster care youth, youth transitioning from the foster care system or juvenile justice system.
- Experience working with homeless youth.
- Experience working in the area of substance abuse, gangs.
- Strong advocate for empowering disconnected youth.
- Knowledgeable about the criminal and legal system.
- Excellent organization, interpersonal, written and verbal communication skills.
- Proficient using Microsoft Outlook, Word, Excel, and internet.
- Bilingual English/Spanish competency preferred.

**Additional Requirements**

*Physical Requirements*

- Ability to sit at a desk or computer for extended periods. Ability to lift at least 20 pounds. Ability to go up and down stairs throughout the day.

*Mental Requirements*

- Ability to work with frequent interruptions and changes in workload priorities, ability to prioritize tasks, ability to maintain confidentiality.

*Essential Values-Based, Leadership and Management Competencies*

- Demonstrates competencies in line with the four core values that are the foundation of all activities performed by employees in order to achieve the mission of the Sisters of St. Joseph/ Hope Builders/ Hope Builders.

**Compensation & Work Hours**

Salary range related to experience. Full medical, dental, and vision benefits. Additional benefits available including 401(k) retirement plan. Full time position at 40 hours a week with some weekend and evening work required.

**To Apply**

Please send your cover letter and resume to [resumes@tsjhopebuilders.org](mailto:resumes@tsjhopebuilders.org)