



**Position Title:** Support Specialist II

**Reports to:** Youth Services Manager

**Location:** Santa Ana, CA

**Position Summary:** The Support Specialist II will play a role in coordinating job training programs in collaboration with higher education partners, supporting and assessing participants using a biopsychosocial framework that integrates personal involvement and various interventions to improve a participant's social and emotional well-being. This individual will work with the Youth Services Manager to ensure life skills curriculum supports the development of social and emotional skills critical for today's workforce and that address personal and environmental challenges. This individual works collaboratively with an interdisciplinary team to assist participants overcome barriers to employment and education to achieve Hope Builders outcomes.

This position requires the following abilities:

- Strong communication and organizational skills
- Comfortable with a large case load and able to multitask
- Dynamic group facilitation and presentation skills
- Commitment to collecting and using data to improve programming and manage performance

**Key Responsibilities:**

***Support Services***

- Provide comprehensive support services to participants based on assessment; conduct follow-ups, teach life skills workshops and facilitate groups with particular emphasis on assisting participants deal with social and emotional skills, drug, alcohol, criminal and legal issues
- Work closely with Youth Services Manager on the development of life skills and group curriculum and make recommendations based on your work
- Work with participants to develop a customized plan to address social, emotional, mental, and environmental challenges through support meetings, life skills workshops, groups, information and referrals, and advocacy
- 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 collaboratively with program's and business cultivation teams to improve a participant's workforce preparedness and support youth to ensure organizational outcomes are met
- Attend meetings for appropriate community partners and funders as requested.
- Maintain a high level of ethical conduct
- Other duties as assigned.

***Program Coordination (Temporary Position)***

- Assist Director of Programs (DOP) with coordination of Business Applications & Information Technology training programs to ensure all program components and curriculum support established trainee outcomes; includes partnering with Santa Ana College to ensure cohesive curriculum
- Provide support to Admissions related to the intake and orientation

- Administer skills assessments at regular intervals or as needed to assess participants comprehension
- Coordinate opportunities for guest speakers and field trips that enhance and contribute to the educational and employment objectives of the organization
- Communicate regularly with Santa Ana College faculty and Hope Builders staff to effectively maximize trainee success and intern needs
- Foster an environment of personal responsibility, problem solving, critical thinking, and communication among trainees while serving as a professional role model to program participants
- Perform other duties as assigned

***Data collection and reporting***

- Maintain timely and accurate assessments and case notes
- Provide all required information for weekly/monthly/quarterly/annual reports and maintain daily attendance records
- Support Hope Builders data driven efforts by regularly reviewing data, timely entry of case notes, attendance and other data as required; work with team to use data to inform your work

**Minimum Position Qualifications:**

*Educational Requirements:*

- Master’s degree in social work, counseling or related field
- 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 working in any or all of the following: foster care youth, youth transitioning from the foster care system or juvenile justice system, homeless youth and in the area of substance abuse and 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/Non-Exempt position - 40 hours a week with some weekend and evening work required.

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This job description is not intended to be all-inclusive, and employee will perform other reasonably related job duties as assigned by immediate supervisor or other management as required. It is not intended to be construed as an exhaustive list of all responsibilities.

This organization reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Employment at Hope Builders may be terminated at will by the employee or Hope Builders at any time with or without cause and with or without notice.

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DATE

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EMPLOYEE PRINTED NAME

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EMPLOYEE SIGNATURE