



Job Description
Lead Family Services Partner
Passport to Self-Sufficiency™

Lead Family Services Partner Essential Role

The essential role of the Lead Family Services Partner is to partner with and support families at the Peggy’s Place location in reaching their housing goals in collaboration with our Family Services Partner team members. In this supervisory role, the LFSP is also responsible for coordinating and carrying-out services that support and engage families, using COTS person-centered, trauma-informed framework, the Passport to Self-Sufficiency™. This is considered an essential role/position, requiring on-site work during emergencies, and is critical to running our Peggy’s Place emergency shelter facility

This includes:

- Helping families adjust to congregant living
- Establishing rapport with participants/families
- Fostering an environment of partnership and community
- Responsibility for some administrative tasks related to intake/entry, data-entry, and exit
- Ability to gain consensus, make decisions, and problem-solve in a fast-paced environment.
- Provides guidance and supervision to Service Associates

Base Requirements:

- An Associate’s Degree in human services or related field (Bachelor degree preferred)
- 3-5 years of experience in the human services sector, working with a diverse population
- A great communicator (verbal and written)
- Ability to work in a team-oriented environment
- Proficient in Microsoft Office Suite, email, and computer skills
- CPR and First Aid certified, or willing to be trained
- Requires walking, sitting, some bending, stooping and stretching. Ability to lift up to 25 pounds. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment.
- Data capture, entry and use of data collection software

Who We Are

The Passport to Self-Sufficiency™ (PTS) is COTS’ Theory of Change for creating opportunities for families to succeed using a two-generation approach. Short to Long term relationship building through coaching across 5 key domains: **Family Stability, Economic Empowerment, Health and Well-Being, Education, Employment/Career**—along with curated partnership sit at the center of our engagement model and intervention strategy.

Our Values

- Integrity
- Human Dignity
- Impact
- Service
- Collaboration
- Generosity of Spirit

Our Mission

Create and facilitate opportunities that empower families in poverty to collaborate, thrive, and succeed in building strong households, neighborhoods and communities.

Our Purpose

To assist families in reaching their housing, economic, health, education, and career goals as they overcome homelessness and break the cycle of poverty for themselves, their next generation, and beyond.

Our Vision

A perpetual cycle of thriving families and the absence of generational poverty

Essential Duties

Program Participant-Facing

- Support participants as they enter and exit Peggy's Place in establishing and maintaining daily routines, and policies.
- Conduct and coordinate Intake and Orientation process
- Communicate regularly with participants in partnership with other departments (cross departmentally)
- Assist participants through problem-solving, direct support, intervention, de-escalation and mediation

Network and Community-Facing:

- Represent the agency to key stakeholders and partners in the community
- Steward relationships with vendors and partners
- Collaborate with internal teams to coordinate and steward volunteers

Agency and Team-Facing:

- Facilitate communication and coordination among shifts
- Provide guidance and supervision to Family Services Partners
- Ownership of personal and professional development
- Openness to learning and the exchange of knowledge

Additional Requirements

- Facilitate communication and coordination among shifts
- Ownership of personal and professional development
- Time management and organization skills
- Interpersonal skills sufficient to establish and maintain effective communication with residents, vendors/suppliers, and colleagues.

Other duties as deemed necessary

Success Measures and Evaluation

- Behaviors in alignment with the goals, mission, purpose, and values of the organization
- Practices that build on the success of and foster consistent alignment with our theory of change
- Evidence of creative and innovative thinking
- Stewardship of internal and external relationships, resources (volunteers, partners, donations) and facilities_

Reports To: Emergency Shelter Director

EEO Category: **FLSA Status:** Exempt

Date 09/2020

Name: _____

Signature: _____ Date: _____