



## Job Description -Wraparound Services Specialist

Organization Type: Non-profit

Position Type: Part-time, 20- 24 hours

Department: Outreach

Direct Report: Wraparound Service Coordinator

Travel Requirements: Moderate

Driving Requirements: Must have access to reliable transportation during work hours; satisfactory driving record necessary

Physical Requirements: Must have the ability to administer physical restraints

Education & Experience: Bachelor's degree or Associate's degree in social work, psychology, counseling and professional training in Trauma informed care OR a High School diploma and 2 years of professional experience with vulnerable populations

### The Wraparound Services Specialist Job Responsibilities

Responsibilities include but are not limited to the following:

- Implement the Survivor Support Services Program
- Implement discharge criteria and protocol/procedure
- Document needs, goals, and progress of survivors as well as making referrals as necessary
- Track distribution of goods & services provided to survivors
- Accompany participant's interviews/investigations with law enforcement as needed for the survivor cases
- Maintain community partnerships with other agencies
- Communicate on an ongoing basis, checking in with active clients
- Implement program objectives and performance standards as directed by management
- Maintain healthy boundaries with clients
- Maintain confidentiality of information and protect anonymity in survivor relationships
- Participate effectively as a team member through communication, cooperation, information sharing, and problem-solving
- Attend and complete training/conferences to a satisfactory level
- Any other tasks or duties as assigned
- Balance and keep a flexible schedule
- Orchestrate programs outside of the shelter that provide services or goods to survivors or vulnerable populations

### Develop And Model Healthy Living for Volunteers and Staff:

- Maintain an active and growing relationship with the Lord
- Speak the truth in love
- Lead by example in modeling a healthy lifestyle in body, soul, and spirit
- Develop intentional connections with the program participants and staff members
- Represent The Lampstand positively and professionally to the general public
- Provide direction and encouragement to volunteers
- Maintain a flexible & positive attitude

### Qualifications:

- Experience working with vulnerable populations
- Demonstrates therapeutic skills and de-escalation awareness and techniques
- Excellent judgment and creative problem-solving skills including negotiation and conflict resolution skills
- Strong mentoring, and coaching experience with a team with diverse levels of expertise
- Demonstrated ability to maintain accurate and timely case files
- Ability to use a computer to enter data and create reports in databases and word processing software
- Self-reliant, good problem solver, results-oriented
- Energetic, flexible, collaborative, and proactive
- A passion for the Lampstand's mission
- Satisfactory preliminary criminal history background check and clean motor vehicle record determination as required by law
- A personal history of never having been shown by credible evidence (such as the decision of a court or jury, a department investigation, or other reliable evidence) to have abused, neglected, sexually exploited, or deprived a child or adult or to have subjected any person to serious injury as a result of intentional or grossly serious injury
- Documentation of at least two professional, educational, or personal references that attest to the person's capability of performing the duties of the position and to the person's suitability to work with or around vulnerable persons

### Skills/Character Qualifications:

- Reliable
- Driven
- Leadership Skills
- Interpersonal skills
- Team-oriented