



## **Supportive Services Specialist Job Description**

The Supportive Services Specialist responsibilities include, but are not limited to, providing FSS clients with resources needed to address barriers they are experiencing that interfere with their ability to attain and retain employment.

This opportunity allows you to get involved with a wide range of program support, trainings, and technical assistance activities, as well as work with senior staff on addressing policy and regulatory issues, develop written materials, and support clients to provide advisory/consulting services.

The Supportive Services Specialist will report directly to the VP of Development & Community Relations and will work closely with the IMPACT Services Team at First Step Staffing.

### **Duties:**

- Assist the Community Engagement Director with enrollments, orientation meetings and Second Chance training to employment programs at the Westside Works location when necessary.
- Identify and recruit potential participants for employment.
- Attend First Step Staffing orientations as needed to present First Step Supportive Services.
- Build upon existing and develop new community partners with which First Step can connect clients for necessary resources and services.
- Provide case management to clients including helping them identify immediate needs, connecting them to appropriate resources and services, and conducting regular follow up over 30, 60, and 90 day periods.
- Visit with and recruit community partners that support the mission of First Step Staffing.
- Attend and participate in partner and community meetings related to mission of First Step Staffing.
- Generate monthly reports such including integration, reverse referral, and program-based statistics needed for organizational supported programs to include success stories.
- Attend job fairs and builds relationships with hiring managers and community-based partners.
- Provides training and career development resources as needed to clients.
- Perform other duties as assigned.

### **Knowledge, Skills & Abilities**

- Ability to multi-task and interact with all levels of clients and staff.
- Ability to organize and prioritize multiple requests and duties.
- Ability to maintain high moral standards both at work and in the community.
- Ability to organize.

- Ability to analyze situations, identify existing or potential problems, and recommend solutions. Excellent problem-solving skills.
- Good communication skills.

#### **Requirements or Preference**

- Associates Degree
- Excellent Written and Verbal Communication Skills
- Technical Proficiency
- Self-motivated
- Team Player
- MS, Excel, and Word Applications Software knowledge.

**Salary Range \$32,500- \$36,000**

**To Apply:** Please send resume and cover letter to Kellie Brownlow, VP of Development & Community Relations at [kellieb@firststepstaffing.com](mailto:kellieb@firststepstaffing.com).

#### **About First Step Staffing, Inc.**

Founded in Atlanta in 2007, First Step Staffing is the largest, nonprofit staffing agency in the U.S., focused on employment for men and women experiencing homelessness, veterans, and returning citizens. Currently, First Step employs 1,900 men and women weekly and provides additional services such as coaching and transportation to help them take the *first step* on a path to self-sufficiency. For more information, visit [www.firststepstaffing.com](http://www.firststepstaffing.com)