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| **Position Title**: STEPS Specialist (1FTE) | |  | **Prepared by**: Denise Kelley/Karen Martin |
| **Department**: Support | |  | **Updated:** 06/22/18 |
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| **Reports to:** Director of Advocacy & Support | |  | **HR Dept. Approval:** |
| *For Compensation Use Only* | | |  |
| FLSA STATUS: | **Exempt** | |  |
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**Summary of Position:** Multiple systems serve children in foster care with the highest level of mental health needs. These systems function independently and often at cross-purposes, resulting in poor outcomes for youth. The Family Works STEPS (**S**afety, **T**rauma/Attachment, **E**mpowerment, **P**eer Support/Connection, **S**tability) theory of change is: IF a practice-level System of Care is created for each youth and family served by Family Works STEPS AND if the Individual Service Plan (ISP) and services are family-driven and youth-guided AND if services are culturally sensitive, trauma informed, and evidence-based or promising practices AND if the systems function as an accountable, cohesive network that meet the youth and family’s needs, THEN the youth will have improved outcomes and THEREFORE placement stability will result.

The STEPS Specialist acts as care coordination consultant, helping the youth and family navigate multiple systems by:  
Engaging the youth and family; Being a single point of contact; Facilitating communication among providers; Tracking outcomes; Providing referrals and linkages; Managing transitions; Providing supportive follow up. The STEPS Specialist helps the family drive the Service Plan to completion, navigating systems, and overcoming barriers. Because of the complexity of cases, they take 12-18 months; the STEPS Specialist carries 24 cases at a time.

Documentation of services and tracking progress of activities is expected. The Specialist will effectively communicate program barriers and successes that impact program development with their supervisor and the Management Team to make program adjustments as needed.

**Essential Functions:**

* Navigate the following systems: Children’s Division, Family Court, Schools, Department of Mental Health, Community Mental Health Centers, Vocational Rehabilitation, Mental health providers, community services
* Facilitate team discussions that allow members to focus on the common goal of successful placement
* Possess the following:
  + Excellent written and verbal communication skills
  + Superior time management and organizational skills
  + Strong conflict resolution, negotiation, and team facilitation skills
  + Ability to adapt and be flexible
  + Comfort working with diverse populations in various environments

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**Minimum Requirements:**

**Education:** Bachelor’s Degree in Social Work or related field

**Experience:** Demonstrated experience collaborating with multi-disciplinary teams utilizing innovative strategies to overcome obstacles. A minimum of 5 years experience navigating the Children’s Division and/or Department of Mental Health systems.

**Department Specifics/Non-Essential Functions:**

* Maintain accurate files and records for each client
* Participate in general administrative tasks as needed by the agency
* Support other agency program staff as necessary to meet agency goals
* Other duties as assigned with or without accommodation

**Additional skills/competencies necessary to carry out services to the service population’s culture and socioeconomic characteristics:**

* Obtain a cultural awareness that results in a clear understanding of the worldview that directs individual interactions with people of other backgrounds.
* Ability to identify needs unique to various diverse populations including those of different gender identity, sexual orientation, ethnic group, race, and physical or mental capacity and address those needs with community resource referrals.
* Locate appropriate resources to communicate with limited-English-proficient individuals or those with hearing impairment.
* Assist other professionals and team members in understanding the unique needs/characteristics of diverse populations.

**Organizational Relationships/Scope:**

This position reports to the Director of Advocacy & Support. Collaborative consultation will be sought from all program teams, including but not limited to Educational Advocacy, Extreme Recruitment, 30 Days to Family, 30 Days to Lifelong Connections, and Family Works.

**Working Conditions:**

* In-office and field work required including visits to neighborhoods of various socio-economic status
* Frequent travel throughout the Metro St. Louis area

**Disclaimer:**

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees assigned to this position.