



Lutheran Social Services of Nevada
Administrative Support & Human Resources

Job Description for: LSSN Ambassador (Multiple Programs)

Classification: Full-Time/Non-Exempt

Reports to: LSSN Ambassador

Position Overview: The LSSN Ambassador (FA):

- Is responsible for overseeing and coordinating services for clients participating in LSSN's programs,
- Performs the same functions as a case manager and has nearly the same scope of duties as an entry-level Case Manager performing within a social services agency.
- Provides comprehensive case management services through the various programs and associated services offered by LSSN,
- Ensures clients receive appropriate support, resources,
- Advocates for the client to address case specific needs,
- Collaborates with various departments, community organizations, and stakeholders to ensure effective service delivery and positive outcomes for clients.
- Performs outreach and associated support activities.

Duties and Responsibilities: The following lists some of the core duties and responsibilities of the position:

- Assess individual client needs, strengths, and goals in multiple program areas.
- Develop and implement individualized case management action plans for each client, outlining specific goals, strategies, and timelines.
- Coordinate and monitor the delivery of services across multiple programs to ensure that clients' needs are met.
- Conduct regular client meetings and provide ongoing support, counseling, and referrals as necessary.
- Advocate for clients' rights and access to appropriate resources and services.
- Collaborate with program staff, external agencies, and community partners to enhance coordination and integration of services and with discretion, make collateral contact as required.
- Maintain accurate and up-to-date case records and documentation.
- Provide crisis intervention and risk assessment as needed making referrals as appropriate
- Facilitate support groups, workshops, and deliver educational sessions for clients.
- Participate in staff meetings, trainings, and professional development opportunities to enhance skills and knowledge.
- Regular travel throughout LSSN service area is required and reimbursed at the present federal rate.
- Provide coverages for other Family Ambassadors or other duties as assigned.

Qualifications: The following items are most desirable and beneficial to staff performing in this role:

- Course work in social science, psychology, social work, public administration, or related field.
- A desire to help others in need and demonstrate the love of Christ while doing it.
- Previous experience in case management, preferably in multiple program areas.
- Knowledge of community resources and services related to various program areas.
- Understanding of case management principles, including assessment, planning, implementation, and evaluation.
- Strong interpersonal skills with the ability to establish rapport and build relationships with clients and colleagues.
- Excellent communication skills, both written and verbal.
- Ability to work independently and as part of a multidisciplinary team.
- Proficiency in MS Office applications and case management software.
- Ability to maintain confidentiality and demonstrate cultural competence.
- Valid driver's license and reliable transportation.