



Position Opening Please Post

Client Specialist

The Client Support Specialist will work closely with clients and Outreach case managers to provide support for Outreach clients. This position is responsible triaging clients for needed services when they arrive at the Day Center. The Client Specialist may work directly with the client helping with job searches, accessing basic needs such as showers, hygiene supplies, clothes and storage or may refer to a case manager for more in depth assistance. This position will also assist with administrative tasks such as answering the phone, filing, record keeping, processing applications as well as routine correspondence and requests for information.

There will be two positions one 30 hours per week and one 40 spanning the 7am-5p, 7 day a week operating hours, with some flexibility for special meetings. Client Specialists are paid \$14 per hour Please submit resume and cover letter.

This position reports to the Share Outreach Program Director.

Major Duties and Responsibilities:

- Greet all people who arrive at the facility in a warm and welcoming manner.
- Conduct intakes of clients as needed, enter data into HMIS database,
- Display strong conflict resolution skills and remain calm during emotional situations. Use verbal de-escalation
- Work to maintain a friendly, healthy, supportive environment for all
- Provides information and resources to clients, greet and assist donors and volunteers as needed
- Process mail for distribution
- Enters statistical data on HMIS system regularly.

- Screens and refers callers and visitors to the appropriate individual.
- Is detail oriented and have strong organizational skills
- Aid clients in obtaining needed basic needs such as showers, clothing, hygiene items, etc
- Perform other clerical duties, such as filing, processing letter, denied and incomplete applications.
- Aid with basic duties such as maintaining cleanliness, making coffee for the clients, etc
- Work with those using the services to maintain the cleanliness of the property both inside and out
- Assist case managers in ensuring that all Share clients are off property by close of business
- Maintain strong communication with supervisor, peers, case manager, and landlord
- Performs other related duties as assigned.

Knowledge, Skills and Abilities

Must be computer literate, have the ability to type with speed and accuracy, and be familiar with Microsoft programs. Must have the ability to organize information and enter data accurately.

Work well with others

Knowledge of basic office functions.

Must possess strong telephone skills.

Must demonstrate effective communication skills by conveying necessary information accurately and effectively both orally and in writing.

Must be detailed oriented and have strong organizational skills.

Must possess the ability to multitask.

Must be punctual as well as able to work as part of a team and individually.

Work Environment and Physical Demands

This position involves working in an office setting and working with low-income families or individuals who have experienced many life challenges including mental illness, domestic violence, substance abuse, etc. You may be required to lift boxes weighing 25 lbs. as supplies come in.

Minimum Qualifications

- Requires the ability to perform the job as outlined.
- 2 years experience with the homeless population, chemical dependency or mental health counseling.
- Or
- 2 years of related college experience
- BA/BS highly desirable
- Ability to operate basic functions of the computer and familiar with Microsoft Word programs.
- Knowledge or the ability to obtain the knowledge of the HMIS database
- Possess or be able to obtain CPR, basic first aid certification, Blood borne pathogens, and food handler's card
- Must have a valid driver's license and reliable vehicle

This position will have a preference for applicants who have lived experience with homelessness, substance use or mental health concerns