Title: Engagement Specialist

Departments: Shelters

Supervisor: Community Wellness Program Director

Pay Structure - $16.00 to $18.00 hourly

Job Summary:
Provide staffing for Share's women's shelter. This program provides a safe and warm space for up to 18 houseless women 7 days a week. The engagement specialist is responsible for providing resource brokering services including crisis intervention, conflict resolution and other duties at a women's emergency shelter.

Summary of essential job functions and responsibilities:

- Work with the Program Director, Housing Navigator and other Engagement Specialists to ensure that the shelter is safe and welcoming to diverse group of women experiencing homelessness including people of all races, nationalities, languages, ages, abilities.
- Provide basic intake and orientation to all new residents on a daily basis, including but not limited to reviewing Shelter Expectations.
- Provide conflict resolution by encouraging positive methods for problem solving.
- Provide ongoing services to all shelter residents as detailed on their housing stability plan.
- Provide resource brokering, clothing, blankets, bedding and other needed items in a fair and equitable manner to residents.
- Notify police, fire, and emergency medical or other emergency personnel if warranted by events in the shelter.
- Meet with supervisor and participate in department staff meetings and quarterly staff trainings.
- Complete housing assessments with each resident.
- Maintain accurate, complete, up-to-date daily documentation of residents served and their basic demographic information. Enter data into ServicePoint. Submit paperwork in a timely manner.
- Record each shifts activity in the shift log book.
- Develop and maintain a positive relationships with residents and other employees.
- Other duties as assigned.

Minimum Qualifications:
Experience: Position requires a minimum of one (1) year experience in related field, specifically with people experiencing homelessness or low-income individuals. Experience in dealing with substance abuse, mental health concerns and/or crisis intervention desired.

Knowledge and Skills:
Knowledge of social and economic issues creating poverty, working successfully with practices and techniques related to people with low income to achieve greater self-sufficiency.
Knowledge of local social service resources/providers
Understanding of the housing first model, harm reduction and strength based case management
Effective problem-solving skills
Strong communication and interpersonal skills
Proficient in written and oral communication
Show strong leadership abilities
Strong organizational skills and ability to follow through from beginning to end on tasks and projects
Basic principles of confidentiality, crisis de-escalation, assertive engagement, and trauma informed care.
Be culturally sensitive to diverse client populations
Prepare and maintain clear, accurate, complete and timely records
Maintain strict confidentiality and professional boundaries with all clients served
Understand and follow complex written and oral instructions, guidelines and procedures
Work independently and at the same time be a vital and contributing part of a team.

Education:

Bachelor’s Degree in a related field highly desirable