



Position: Crisis Engagement TAP Specialist

Reports to: Vice President of Housing

Compensation Status: Temporary Full-Time Salary

POSITION PURPOSE:

To attend eviction court and attempt to assist the individuals and/or households pending the court ruling. Use a strength-based approach that utilizes conversation and empowerment methods to help resolve a household's housing crisis or quickly connect them to existing emergency or crisis housing services, by working alongside the participant in an empowering manner. This conversation is to explore with the participant a creative, flexible, safe, and cost-effective solution to quickly resolve the participant's housing crisis-even if just temporarily-with limited or no financial support. This service is provided regardless of perceived needs and barriers.

ESSENTIAL JOB FUNCTIONS:

- Coordinate and conduct intake and housing assessments for all participants.
- Negotiate with landlords/attorneys to dismiss evictions or give more time to find alternative housing.
- Negotiate with landlords for payment (more in deposits, last month etc.) after evictions for a new move in.
- Develop an individualized goal plan for each participant.
- Demonstrate a knowledge of available community resources.
- Respect participants' dignity and confidentiality.
- Refer to other organizations that offer wrap around services.
- Connect to other agencies for different needed services (movers, dv, furniture, pantry, employment, housing)
- Deliver checks to properties to meet stipulated agreement timeframes.
- Provide walkthroughs with participants who have located housing.
- Maintain participant-related data tracking systems, including case notes and complete HMIS entries.
- Maintain records in a professional, confidential, and orderly manner.
- Provide support services in a non-judgmental manner.
- Respond to community requests.
- Attend meetings, as requested.
- Adhere to the facility dress code and always appear professional.
- Other duties as assigned.

KNOWLEDGE AND SKILLS:

- Ability to engage and build strong working alliances with program participants.

- Ability to work in the courts in a professional and productive manner.
- Ability to work in both a team environment and independently with minimal supervision.
- Ability to respond to stressful situations in a flexible and professional manner.
- Strong organizational skills, attention to detail.
- Ability to use standard office equipment such as telephones, computers, copiers, fax machines and others.
- Ability to communicate with others effectively, listen closely and convey points clearly.
- Effective written and verbal communication.
- Computer skills, to include Microsoft Office and database management.
- Ability to calm frustrated participants quickly and make decisions based on anticipated outcome.
- Possess the ability to adjust to constantly changing workloads.
- Other Duties

EDUCATION AND EXPERIENCE:

- Minimum of A.S. degree in Human Services or related field and/or one to three years/experience working in human services; prefer experience working directly with people experiencing or at risk of homelessness.

NOTE: This job description is intended to describe the general nature of the work being performed by a person in this position. It is not intended to be an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

If interested in this position, please submit a resume to:

Rebekkah Roberts
Human Resources Coordinator
Together
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