



Position: InReach Engagement Specialist

Reports to: Housing Stability Specialist II/Team Lead

Compensation: Full-time, Salary

POSITION PURPOSE:

The InReach Engagement Specialist will identify and build rapport with homeless individuals and families living on the street or in shelter. The goal is to assist participants in breaking the cycle of homelessness by accessing necessary support services. Work with the participant to provide individualized support and help each participant develop a plan to address their barriers and try to increase their income. The InReach Engagement Specialist will need to have the ability to identify each area in which participants will need assistance to accomplish the agreed upon goals and objectives.

ESSENTIAL JOB FUNCTIONS:

- Coordinate and conduct intake and housing assessments for all participants.
- Develop an individualized plan for each participant.
- Provide support services in a non-judgmental manner.
- Monitor and evaluate participants' progression.
- Provide information, referrals, and advocacy to assist participants in accessing services and resources.
- Assist participants with procuring necessary documents and services such as identification cards, birth certificates, Social Security Income, Disability Income.
- Assist participants with identifying appropriate housing options and assisting with housing applications/paperwork.
- Maintain participant-related data tracking systems, including case notes and complete HMIS entries.
- Prepare case-related reports including outcomes, success, and challenges.
- Respond to community requests.
- Attend collaborative meetings, as requested.
- Collaborate with other agencies, coalitions, and local community meetings.
- Complete internal and external referrals, as needed, for supportive services and work collaboratively as a team to advance participants' goals.
- Demonstrate a knowledge of available community resources.
- Respect participants' dignity and confidentiality.
- Adhere to the facility dress code and appear professional at all times.

KNOWLEDGE AND SKILLS:

- Ability to engage and build strong working alliances with program participants.
- 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.
- Exceptional oral and written communication skills.
- Computer skills, to include Microsoft Office and database management.

EDUCATION AND EXPERIENCE:

- Minimum A.S. degree in Human Services or related field and/or on to three years' experience working in human services/social justice; prefer experience working directly with people experiencing or at risk for homelessness.
- Intermediate computer skills in Microsoft Word, Excel, and Outlook.
- Possess a valid driver's license and have access to a dependable means of transportation that is properly insured and operated in accordance with all laws. Agency insurer authorization is required.
- Ability to pass a criminal background check. Must maintain good relationships with consumers, co-workers, government, and civic representatives, as well as community members within whom the Agency is transacting business and relate to them in a professional manner.
- Direct service experience with high risk/high need populations and/or history of employment in customer service required; experience in a multi-service nonprofit is a plus.
- Oral and written fluency in both Spanish and English preferred.
- CPR and First Aid Certification preferred.

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 the position, please submit a resume to:

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