



Position: Crisis Engagement Triage Specialist

Reports to: Vice President of Housing

Compensation Status: Temporary Full-Time Salary

POSITION PURPOSE: To act as the first point of contact for the participants seeking assistance.

ESSENTIAL JOB FUNCTIONS: The Triage Specialist will be responsible for the triage of participants from the Crisis Engagement crisis line and Together's website emails. The Triage Specialist will provide timely intervention and support to participants seeking services. The Triage Specialist will meet with individuals either in person or via the telephone and gather information about participants' needs and current resources in the community. They will assist the participants in gaining access to needed services and offer support as the individual engages in the services they have chosen.

ESSENTIAL JOB DUTIES:

- Serve as crucial front line managing the crisis line and respond to participants calls and/or emails as soon as possible.
- Manage call log from crisis line.
- Provide information, referrals, and advocacy to assist participants in accessing services and resources.
- Demonstrate knowledge of resources and collaborate with other agencies, coalitions, and local community meetings.
- Respect participants' dignity and confidentiality.
- Provide immediate support and direction to meeting critical needs of participants.
- Evaluate participants' needs and service preferences while simultaneously identifying current resources and services.
- Assist participants in identifying and accessing all services they may be or may become eligible for, including making referrals and warm hand offs to services.
- Place participants that qualify for Together programs on the community queue for the next available specialist.
- Gather IDs, social security cards and income verifications for qualifying participants.
- Adhere to the facility dress code and appear professional at all times.
- Maintain records in a professional, confidential, and orderly manner.
- Attend meetings, as requested.
- Other duties as assigned.

ABILITIES AND SKILLS:

- Ability to communicate both verbally and in writing with others effectively, listen closely and convey points clearly.
- Computer skills, to include Microsoft Office and database management.
- 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 calm frustrated participants quickly and make decisions based on anticipated outcome.
- Possess the ability to adjust to constantly changing workloads.

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 for 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.

Interested parties should apply by sending a cover letter and resume to:

Rebekkah Roberts

Human Resources Coordinator

Together

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