

Work Environment

Non-Congregate Shelter is a hotel site that is staffed seven days per week 24hrs/day to provide supportive services to homeless individuals and families residing in the program.

Description of Together

Our mission is to Prevent and End Hunger and Homelessness. We do this through strategic partnerships and collaborations.

We envision a community of prosperity where everyone experiences safe, affordable housing, food security, health, and wellness.

We value Hope, Dignity, Compassion, Excellence, and Diversity.

Due to COVID restrictions, the following safety protocols need to be followed:

- Wear facial coverings at all times.
- Practice good hand hygiene.
- Minimize staff/resident interactions that involve more than 15 minute and within 6-foot distance.

Position Title: NCS Housing Engagement Specialist

Purpose: The Non-Congregate Housing Engagement Specialist works primarily with residents in the Non-Congregate Shelter to provide support services related to housing placement. The position coordinates and monitors residents' individualized service (housing) plan, to include completing assessments, monitoring progress, and making referrals. The Housing Engagement Specialist will work with residents to secure safe, permanent housing, and link the residents with additional support services to sustain housing placement. The position requires knowledge and experience in housing focused, participant-centered case management to support residents with greater self-sufficiency. This position is a temporary, full-time position that is non-exempt and will run the duration of this Winter COVID 19 Project.

Department: Crisis Engagement

Supervisor: Housing Engagement Specialist Lead

Responsibilities and Essential Duties:

- Conduct comprehensive initial screening process to determine eligibility for program services, including housing services, supplemental food assistance and/or financial assistance, providing assessment, intake and enrollment where appropriate.
- Manage a caseload, assisting residents with the development of an Individualized Service Plan and linkage to community resources, such as linking to medical, mental health, substance use, childcare, and transportation as needed.

- Complete internal and external referrals, as needed, for supportive services and work collaboratively as a team to advance residents' goals.
- Communicate effectively with local community and external agencies; successfully foster relationships, which enable needed resources to be accessed.
- Meet documentation requirements according to program need, to include, but not limited to, enter and update information into Homeless Management Information System (HMIS) and case management electronic database.
- Maintain participant files in accordance with guidelines established by the agency and other accrediting agencies for the program and grant requirements.
- Capture daily and monthly statistics and other required reports as directed.
- Facilitate individual and group housing counseling and life skills training to help program residents prepare for independent permanent housing. Counseling and training include, but are not limited to self-esteem, safety, parenting, childcare, money management, and job acquisition skills
- Demonstrate a knowledge of available community resources
- Respect residents' dignity and confidentiality
- Promote community awareness about homelessness, food insufficiency and emergency financial needs within the community and participate in special events to share the information.
- Attend staff meetings, trainings, professional development opportunities, and other meetings, as assigned by supervisor.
- Comply with all Non-Congregate Shelter policies and procedures, including but not limited to: workplace safety, reporting work-related injuries, infection control and preventing potential safety risks for staff, residents and others
- Adhere to the facility dress code and appear professional at all times
- Other duties as assigned

Knowledge and Skills:

- Ability to engage and build strong working alliances with program residents
- 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

Other Duties

Please note these job duties, responsibilities and activities may change at any time with or without notice.

Record keeping and confidentiality

- All information seen/heard at the Non-Congregate Shelter site is **CONFIDENTIAL**. This includes the site name and address and any information about residents or staff.
- Clock in and out daily.
- Complete daily documentation form for every shift.
- Do not take any information offsite.

Qualifications

Required Education and Experience

- Bachelor's degree with coursework in human services or three (3) years related work experience in case management or homeless services.
- 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.