



Position Opening Please Post

Client Support Specialist

The Client Support Specialist will provide support to clientele living in a site based permanent supportive housing program for formally homeless individuals. Client Support Specialists work closely with Housing Case Managers to implement individualized client centered care and play an integral role in supporting clients in maintaining their housing. The role of the Client Support Specialist is to assist participants in achieving independence and self-sufficiency by assisting with life skills development, modeling and coaching prosocial behaviors, and being a dependable and caring support person.

This position is a 40 hour a week position. Requires weekend and evening shift availability. Client Support Specialists are paid \$12-14 per hour with generous benefits. Please submit resume and cover letter to housing1stdir@sharevancouver.org

This position reports to the Share Housing First Director.

Major Duties and Responsibilities:

- Collaborate with case manager and outside providers to ensure that participants' full spectrum of needs are addressed
- Provide client-centered support to individuals with serious mental illness and substance use disorders
- Build strong relationships with participants and be available to meet with clients when the need arises
- Advocate on behalf of participants within the housing team and within the community
- Utilize harm reduction and motivational interviewing to encourage participants to minimize harmful behaviors
- Focus on participant strengths and assist participants in discovering and coordinating meaningful activities
- Meet with participants within their apartment and scaffold daily living skills
- Assist Housing Case Manager in the creation and execution of participants' case plan
- Transport participants to appointments and shopping outings

- Display strong conflict resolution skills and assist in de-escalating crisis
- Attend and participate in case staffing and wrap around meetings
- Collaborate with fellow CSS to create and execute community events and activities
- Document client interaction into HMIS database
- Performs other related duties as assigned.

Knowledge, Skills and Abilities

Knowledge of community resources or the ability to research and gain knowledge

Strong interpersonal skills and ability to build individualized client relationships

Understanding of how to support someone's transition from living in homelessness to housing

Understanding of appropriate professional boundaries and how to navigate ethical dilemmas

Comfortable and able to interact with participants exhibiting symptoms of serious mental illness

Ability to de-escalate participants experiencing crisis or escalated behaviors

Ability to work within a collaborative team and willingness to participate in wrap around meetings

Familiar and comfortable with Microsoft programs and able to use database system to accurately enter data

Knowledge of basic office functions.

Must demonstrate effective communication skills by conveying necessary information accurately and effectively both orally and in writing.

Must be detailed oriented and have strong organizational skills.

Must possess the ability to multitask.

Must be punctual as well as able to work as part of a team and individually.

Work Environment and Physical Demands

This position involves working in an office setting and working with participants experiencing homelessness and recently housed individuals who have experienced many life challenges including mental illness, domestic violence, substance abuse, etc. You may be required to lift boxes weighing 25 lbs. as supplies come in and assist in cleaning apartments, as needed.

Minimum Qualifications

- Requires the ability to perform the job as outlined.
- 2 years experience working with people experiencing homelessness, people with substance use concerns, or people diagnosed with serious mental health the homeless

Or

2 years of related college experience

- Must have a valid driver's license and reliable vehicle

Highly Desirable

- BA/BS
- Lived experience of homelessness, substance use, or serious mental illness
- Knowledge or the ability to obtain the knowledge of the HMIS database
- Possess or be able to obtain CPR, basic first aid certification, Blood borne pathogens, and food handler's card