



*Share believes every person counts. Together we pursue a stronger community by building relationships, advocating for equitable access to housing and food stability while empowering every individual to grow and thrive.*

### **On Call Engagement Specialist**

Work as many or a few shifts as you choose. Are you going to school and only want to work limited hours, or are you employed and want to get more hours. Great way to pick up some extra cash by working 1 or more shifts at any of our five programs or our winter shelter.

On call staff may cover day, swing or graveyard shifts at all of our facilities which include four full time shelters and Housing First facility.

The On-call Engagement Specialist is responsible for creating a comfortable, safe environment for families and individuals who have been experiencing homelessness, some of whom are accessing services for the first time. Our programs are low-barrier. All staff and residents are expected to be kind and respectful towards each other and the property.

### **Major Duties and Responsibilities**

Engage with families and/or singles through the transition from shelter to permanent housing. Provide referrals and assistance as needed.

Create a supportive environment by communicating with residents in a kind, friendly and encouraging manner.

Communicate and enforce rules and policies.

Communicate with the previous shift to receive pertinent information about residents, schedules, shelter activities, volunteers, etc.

Work as a team to ensure appropriate and complete client service.

Respond to crisis situations, disagreements, unattended children, medical emergencies, domestic violence.

Evaluate incidents of potential or actual conflict; determine and initiate appropriate course of action. Perform urgent and immediate first aid and/or CPR as needed.

Regularly inspect the shelter to maintain cleanliness, security and safety of residents, and to assure compliance with rules and regulations.

Assist volunteers and residents in meal preparation, service and clean up.

Network with social service agencies to provide information and referral services to the residents. Record observations and resident/shelter activities in daily log.

Enter all required information into HMIS (Homeless Management Information System) database Perform related duties as assigned.

### **Knowledge, Skills and Abilities**

Knowledge, or the ability to acquire, of the needs and problems of the homeless, low-income, elderly, disabled or others with special needs; interview techniques to gather information from clients; crisis intervention techniques; and urgency basic first aid.

Ability to establish and maintain effective communication with a wide and diverse range of people, particularly the homeless; defuse and resolve potentially volatile actions of residents; coordinate house cleaning schedules and insure effective accomplishment of tasks; work independently for extended periods of time; read, interpret, communicate, and follow simple written instructions; complete routine forms and reports.

### **Work Environment and Physical Demands**

The nature of the work involves working in a group living situation with low-income, people who are experiencing homelessness. Occasional first aid may involve exposure to blood and other bodily fluids. Proper training will be given.

### **Minimum Qualifications**

One (1) years of direct experience providing human services to target populations such as homeless, low-income, elderly, or handicapped, Or

Two (2) years of college level course work with an emphasis in social or behavioral sciences and experience providing direct human services,

Computer skills including knowledge of Excel, Word, e-mail and the Internet. Knowledge or the ability to obtain the knowledge of the HMIS database. Possess or be able to obtain CPR and basic first aid certification

Valid Food Handler's Card in Washington State or the ability to obtain one

Job Type: Part-time

Salary: \$16.00 to \$19.00 /hour