



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.

Shelter Engagement Specialist

The Engagement Specialist provides staffing at Share's shelters, and focuses on safety, client engagement, and supporting clients in decreasing their barriers to housing. Share's shelters are low-barrier, full-time emergency shelters. The WHAT provides shelter space, including a bed, showers, laundry, meals, and staff support, for 18 of the most vulnerable single women over 18 years old, experiencing homelessness. Family Pathways shelters provide emergency housing to twelve families and four single women. The Engagement Specialist provides crisis intervention, emotional support, and resource coordination for shelter clients.

Current Open Position: Swing Shift 3:30 pm to 11:30 pm 5 or 3 days per week, 40 hours fully benefited ,or 25 hours. Day shifts are 7:00 am to 3:30 3 days per week, fully benefited.

Summary of essential job functions and responsibilities:

1. Work with the Program Director and other Engagement Specialists to ensure that the shelter is safe and welcoming to a broad diversity of people experiencing homelessness including people of all races, nationalities, languages, ages, abilities.
2. Provide conflict resolution by encouraging positive methods for problem solving
3. Assist clients with creating and working on goals and a housing plan
4. Provide basic needs assistance including, clothing, blankets, bedding and other items in a fair and equitable manner to residents.
5. Provide crisis intervention to clients in shelter and notify police, fire, and emergency medical or other emergency personnel if warranted by events in the Shelter.
6. Meet with supervisor and participate in department staff meetings and staff trainings.
7. Maintain accurate, complete, up-to-date daily documentation of residents served and their basic demographic information. Enter data and case documentation into ServicePoint.
8. Communicate with co-workers and supervisor in person, over email, and through Microsoft 365 applications
9. Develop and maintain a positive relationships with residents and other employees
10. Other duties as assigned.

Minimum Qualifications:

Experience:

Position requires a minimum of one (1) years' experience in related field, specifically with people experiencing homelessness or low-income individuals. Experience in dealing with substance use disorder, mental health concerns and crisis intervention desired.

Knowledge and Skills:

- Social and economic issues creating poverty, working successfully with practices and techniques related to people with low income to achieve greater self- sufficiency.
- Knowledge of local social service resources/providers
- Understanding of the housing first model, harm reduction and strength based case management
- Effective problem-solving skills
- Strong communication and interpersonal skills
- Proficient in written and oral communication
- Show strong leadership abilities
- Strong organizational skills and ability to follow through from beginning to end on tasks and projects
- Basic principles of confidentiality, crisis de-escalation, assertive engagement, and trauma informed care.
- Be culturally sensitive to diverse client populations
- Prepare and maintain clear, accurate, complete and timely records
- Maintain strict confidentiality and professional boundaries with all clients served
- Understand and follow complex written and oral instructions, guidelines and procedures
- Work independently and at the same time be a vital and contributing part of a team.

Education:

Bachelor's Degree in a related field highly desirable.

Related keywords: social services, remote work from home

Job Type: Part-time

Pay: \$17.00 - \$19.00 per hour