



Title: Engagement Specialist

Departments: Women's, Men's and Family Shelters and Lincoln Place

Supervisor: Staffing Coordination Manager

Job Summary:

The Engagement Specialist provides staffing at all of Share's 24 hour facilities, including our shelters and Lincoln Place Apartments. Engagement specialists focus on safety, client engagement, and supporting clients in decreasing their barriers to housing. The facilities are low-barrier providing shelter or housing and crisis intervention, emotional support, harm reduction and resource coordination.

Summary of essential job functions and responsibilities:

1. Work with the Program Director and other Engagement Specialists to ensure that the facilities are 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 and notify police, fire, and emergency medical or other emergency personnel if warranted by events in the building.
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.