



Title: Lead Engagement Specialist

Departments: Family Shelters

Supervisor: Family Pathways Program Director

Job Summary:

Provide engagement with guests of our family shelters and leadership support to the Program Director. The shelters provide a safe and warm shelter for residents in 12 family rooms as well as 1 room for 4 single women. The Lead Engagement Specialist is responsible for providing resource brokering services including crisis intervention, conflict resolution, program oversight and staff support and other duties at a family emergency shelter.

Summary of essential job functions and responsibilities:

1. Work opposite the Family Pathways Program Director between two family shelters.
2. Work with the Program Director, Housing Navigator, and other Engagement Specialists to ensure that the shelters are safe and welcoming to a broad diversity of families experiencing homelessness including people of all races, nationalities, languages, ages, abilities.
3. Provide basic intake and orientation to all new residents on a daily basis, including but not limited to reviewing shelter expectations.
4. Provide crisis response and conflict resolution by encouraging positive methods for problem solving.
5. Provide ongoing services to all shelter residents as detailed on their housing stability plan.
6. Provide resource brokering, clothing, blankets, bedding and other needed items in a fair and equitable manner to residents. Partner with community agencies to provide needed services to residents.
7. Notify police, fire, and emergency medical or other emergency personnel if warranted by events in the shelter.
8. Meet with supervisor and participate in department staff meetings and quarterly staff trainings.
9. Complete housing assessments with each resident.
10. Maintain accurate, complete, up-to-date daily documentation of residents served and their basic demographic information. Enter data into ServicePoint. Submit paperwork in a timely manner.
11. Process grievance and incident reports.
12. Participate in the 24/7 rotating on-call schedule for a week at a time every five weeks.

13. Record each shifts activity in the shift log book and review log book entries from last shifts.
14. Perform weekly room checks and submit reports of room conditions/needs to Program Director.
15. Develop and maintain a positive relationships with residents and other employees. Offer coaching to shelter staff as needed.
16. Help provide oversight and support to volunteers and community service workers in shelter.
17. Attend monthly staff meetings and trainings as assigned.
18. Other duties as assigned.

Minimum Qualifications:

Experience:

Position requires a minimum of one (2) years' experience in related field, specifically with people experiencing homelessness or low-income individuals. Experience in dealing with substance abuse, mental health concerns and crisis intervention desired. Supervisory experience is preferred.

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.