

Job Title:	Client Engagement Specialist (Tue-Sat)	Job Category:	Programs
Department/Group:	Shelter	Job Code/ Req#:	
Location:	Richmond TX	Travel Required:	Limited local
Level/Salary Range:	\$40,000-\$45,000	Position Type:	Full Time
HR Contact:	Angie Wright	Date posted:	Click here to enter a date.
Will Train Applicant(s):	Yes	Posting Expires:	Click here to enter a date.
External posting URL:			
Internal posting URL:			

Job Description

Fort Bend Women’s Center provides outstanding and innovative programming that:

- Is brain health based.
- Operates within a positive reinforcement framework that increases hope and social connectivity.
- Reduces the negative impact of trauma, often from lifelong abuse.
- Fosters client and staff self-determination and accountability.
- Provides mobile and virtual services.
- Is data driven.
- Uses evidence-based traditional and emerging services.

ROLE AND RESPONSIBILITIES

As a Client Engagement Specialist, you will work with a dynamic shelter team to make a positive impact in the lives of survivors (women, children, and men) of domestic violence and sexual assault. You will coordinate and lead positive structured activities, assist survivors with the intake process, and help ensure that cooperative living runs smoothly for all survivors in our 56-bed emergency shelter.

Schedule: Tuesday-Saturday 9 am to 5 pm

- Be professional and exhibit FBWC’s SPIRIT Core Values – Service, Passion, Integrity, Respect, Innovative, and Teamwork.
- Increase shelter client engagement by leading groups, one-on-one meetings, and house meetings.
- Participate in the client intake process, ensuring that documentation is promptly completed, and appropriate procedures are followed.
- Help shelter clients navigate any disagreements or grievances, uphold the client accountability process, and conduct process conversations.
- Participate in the HART (Hospital Accompaniment Response Team) week-long on-call rotation three to four times yearly.
- Attend weekly and monthly staff meetings.
- Other duties as assigned.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Bachelor’s degree in social work or related field or equivalent experience.

- 2-5 years of related experience in an administrative or customer service capacity preferred.
- Bilingual (Spanish/English) preferred.
- Proficiency in Microsoft 365 (Word, Excel, PowerPoint, Outlook).
- Be able to lift 25 lbs.
- Have a valid Texas driver's License with mandatory auto liability coverage.
- Pass a criminal background check and drug screening.

PREFERRED SKILLS AND COMPETENCIES:

- An enthusiastic personality is a MUST! It is a rewarding job that requires a great deal of optimism.
- Previous experience working with individuals dealing with trauma (preferably domestic or sexual violence).
- Demonstrates communication and problem-solving skills in a manner that encourages and empowers clients and staff to seek remedies for positive change.
- Displays original thinking and creativity by meeting challenges with resourcefulness, generating suggestions for improving work, and developing innovative approaches and ideas.
- Shows tenacity and thoroughness and is not easily frazzled, especially during crises.
- Works with clients and staff respectfully and nonjudgmentally while employing a victim-centered, strengths-based, and trauma-informed perspective.
- Respect client and staff confidentiality and autonomy.
- Prioritizes/plans work activities using time efficiently and plans for additional resource needs.
- Deadlines/solutions oriented with the ability to handle multiple competing priorities and responsibilities.
- Speaks clearly and persuasively, listens, asks for clarification, responds well to questions, and participates in meetings.
- Writes accurately, respectfully, and informatively.
- Follows instructions, responds to management direction, takes responsibility for own actions, keeps commitments, and commits to non-traditional work hours to reach goals.

Employee Signature: _____

Date: _____