

Job Title:	Client Engagement Specialist	Job Category:	Programs
Department/Group:	Shelter	Job Code/ Req#:	
Location:	Richmond TX	Travel Required:	
Level/Salary Range:		Position Type:	Full Time
HR Contact:		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
ROLE AND RESPONSIBILITIES

Responsible for the overall functioning of the shelter and resident cooperative living, assisting the agency speakers' bureau with community outreach presentations, conducting shelter tours, provide incoming clients with eligibility screening, support, crisis intervention, information, and additional service coordination (such as transportation/childcare and dispatching HART Volunteers) for survivors of family violence and sexual assault, handle 24-hour hotline crisis and other calls for donations and administrative inquiries.

- Must have agency core values – Service, Passion, Integrity, Respect, Innovative, and Teamwork.
- Must possess a client-centered approach.
- Supervise daily resident community chore list.
- Oversee a caseload of 10-12 clients while collaborating with an interdisciplinary client services team consisting of a case manager and other staff providing ancillary services.
- Increase client engagement and rapport by initiating one-on-one weekly client meetings, facilitating psychoeducational groups, and conducting house meetings.
- Oversee and participate in the intake process, ensuring that documentation is completed correctly, and appropriate procedures are followed promptly.
- Respond to email correspondence in a timely fashion.
- Maintain strict confidentiality of the shelter and clients served.
- Must have basic computer skills in Microsoft Office / Outlook to effectively utilize email and prepare documents.
- Enroll in the agency's speakers' bureau to present during community outreach and /or fundraising events.
- Be knowledgeable of program policies and procedures.
- Mediate shelter client disagreements and or grievances, uphold client accountability process, and conduct process conversations.
- Maintain shelter board and required documentation and update daily, record hourly entries about shelter activities.
- Ensure that staff, clients, and volunteers always adhere to shelter policies, procedures, and schedules.
- Provide crisis intervention and support to incoming hotline callers and live chat, as needed.
- Have good listening skills, be a team player, be flexible, respond to clients/callers courteously, and project a caring attitude.
- Must handle up to four incoming calls at once, have good listening skills, be a team player, be flexible, respond to clients/callers courteously, and project a caring attitude.
- Provide incoming shelter client eligibility screening and answer calls from family violence survivors (who have had an incidence of family violence within the year). • What is their situation? • Are they currently in a safe place? • Do they have transportation? • Can they get their ID, Social Security cards, and other

important documents? • Coordinate the emergency transportation of the survivor from the police department.

- Participate in the HART (Hospital Accompaniment Response Team) program on-call rotation for an entire week 3 to 4 times yearly.
- Provide information and referrals, as well as additional service coordination such as transportation and dispatching Hospital Accompaniment Response Team (HART)
- Monitor shelter security systems both in real-time and recorded.
- Relay information for tours, events, etc., to the appropriate staff member to ensure proper staffing, supplies, etc.
- Handle calls for donations and administrative inquiries.
- Take messages and ensure they are relayed to the appropriate staff member.
- Oversee the upkeep of the shelter.
- Train volunteers to work on the hotline.
- Attending weekly and monthly staff meetings while on or off duty.
- Work with co-workers to keep the linen room organized.
- Supervise/coordinate volunteers and projects as needed.
- Ensure shelter cleanliness.
- Daily rounds and room check.
- Assist with supervision of donation distribution.
- 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.
- Proven ability to work with people from all socioeconomic backgrounds and possess fundamental crisis intervention and assessment skills.
- An enthusiastic personality is a MUST! We assist those who are struggling for self-sufficiency. It is a rewarding job that requires a great deal of optimism.
- Proficiency in Excel and Microsoft office.
- Be able to lift a minimum of 50 lbs.
- Must have a valid Texas driver's License with mandatory auto liability coverage.
- Pass a criminal background check and drug screening.

Competency:

To perform the job successfully, an individual should demonstrate the following competencies:

- Judgment - Displays willingness to make decisions, responds compassionately to persons being served while maintaining appropriate and professional boundaries, exhibits sound and accurate judgment, supports, explains reasoning for decisions, and includes reasonable people in the decision-making process.
- Innovation - Displays original thinking and creativity, meet challenges with resourcefulness, generates suggestions for improving work and develops innovative approaches and ideas.
- Tenacity and thoroughness, with the ability to solve practical problems and deal with various situations.

- Team player who can roll up their sleeves and get involved in everything from big projects to mundane, simple tasks.
- Not easily frazzled and with solid time management skills during busy and slower periods throughout the day.
- Apply basic strategies for good communication, including developing rapport and active listening.
- Establish and maintain collaborative and trusting relationships with victims/survivors.
- Relate to victims/survivors respectfully and nonjudgmentally; employ a victim-centered and trauma-informed perspective.
- Focus on victim/survivor empowerment and emphasize strengths.
- Support victim self-determination and informed decision-making.
- Respect client confidentiality.
- Apply verbal and nonverbal communication strategies to calm crises so that assessments and case planning may occur.
- Apply strategies for gathering case-specific information and relevant facts for safety planning and service delivery.
- Apply strategies for addressing conflict and moderating one's verbal and nonverbal reactions to victim/survivor communications as needed.
- Demonstrate ongoing efforts to improve skills in effective communication, including verbal and nonverbal communication and cultural competency.
- Planning/Organizing - Prioritizes work activities, uses time efficiently, plans for additional resource needs, sets goals and objectives, and develops realistic action plans.
- Deadline and solutions-oriented with the ability to handle multiple competing priorities and responsibilities.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations, listens, gets clarification, responds well to questions, and participates in meetings.
- Written Communication - Writing persuasively and informatively, editing work for spelling and grammar, and reading and interpreting written information.
- Dependability - Follows instructions, responds to management direction, takes responsibility for own actions, keeps commitments, commits to prolonged and/or non-traditional hours of work when necessary to reach goals, completes tasks on time, or notifies appropriate person with an alternate plan.
- Travel required in more excellent Harris and Fort Bend County areas.

Employee Signature: _____

Date: _____