



Job Title: Family Engagement Specialist (Shelter Staff)
Department: Social Services
Reports to: Family Center Manager
Hours: Day, swing and graveyard shifts available
Status: Full and part-time / permanent and on-call
Compensation: \$14/hour
Location: Rockwood

SUMMARY

Provide staffing for the East County Family Center. This program is intended to provide a safe and warm space for up to 120 homeless adults and children (approximately 20-30 homeless families) at a time.. The Shelter is designed for easy, low-barrier access for families who would otherwise be sleeping outdoors or in vehicles. Hours of Operation will be from 3 PM to 7 AM. The shelter is expected to open on or about October 1, 2015.

CRITICAL PERFORMANCE FACTORS:

1. Work with the Shelter Coordinator, Lead Staff, other Family Engagement Specialists, and volunteers to ensure that the Family Center is safe and welcoming to a broad diversity of homeless families including people of all races, nationalities, languages, ages, abilities and families of all configurations (two parent, single parent male, single parent female, same sex parents, extended families and others).
2. Provide basic intake and orientation to all new center guests on a daily basis, including but not limited to reviewing Participant Agreements, drug and alcohol policies and emergency procedures.
3. Provide ongoing services to all center guests as detailed on their individualized service plans.
4. Distribute food, blankets, bedding and other needed items in a fair and equitable manner to homeless families.
5. Assist staff, volunteers, and community groups and help them to have a positive volunteer experience.
6. Enforce the Family Center guidelines.
7. Notify police, fire, emergency medical or other emergency personnel if warranted by events in the Winter Shelter.
8. Meet with supervisor and participate in department staff meetings and monthly all staff trainings as scheduling permits.
9. Assist each family utilizing the Family Center to obtain information about agencies that may be able to help them access housing or other services. These agencies include but are not limited to Human Solutions, First Unitarian Church, JOIN and Impact Northwest. Some of these agencies may also provide a warm place that homeless families can access during the day.

- (Human Solutions requires a criminal background check before families can access the Daybreak day shelter.)
10. Refer households to other services provided by Human Solutions as appropriate, including but not limited to housing specialists, RentWell classes, other anti-poverty educational groups, the Day Shelter and domestic violence and employment support services.
 11. Maintain accurate, complete, up-to-date daily documentation of families served and their basic demographic information. Enter data into ServicePoint (under supervision). Submit paperwork in a timely manner.
 12. Provide regular fire watch walk-throughs and record these on a form provided by the fire marshal
 13. Record each shifts activity in the Family Center log book.
 14. Develop and maintain a positive relationships with guests and volunteers
 15. Other duties as assigned.

QUALIFICATIONS

The successful candidate must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge and abilities required.

Knowledge of:

- Social and economic issues creating poverty, working successfully with practices and techniques related to people with low income to achieve greater self-sufficiency.
- Community resources and agencies providing social services needed by the homeless population helpful but not required.
- Basic principles of confidentiality, crisis de-escalation, assertive engagement, and trauma-informed care.

Ability to:

- Deliver Family Center services
- Communicate clearly and respectfully with Family Center guests
- Empower and support homeless and low income persons in life choices and change
- Work cooperatively with volunteers and staff
- Develop and maintain productive working relationships within Human Solutions
- Be culturally sensitive to diverse client populations
- Prepare and maintain clear, accurate, complete and timely records
- Maintain strict confidentiality and professional boundaries with all households served
- Understand and follow complex written and oral instructions, guidelines and procedures
- Represent Human Solutions professionally, accurately and effectively
- Work independently and at the same time be a vital and contributing part of a team.

EDUCATION and/or EXPERIENCE

- At least one year experience in a social services and knowledge or awareness of low-income or homeless families and the issues facing them
- Experience with crisis intervention and customer service.
- Any bi-lingual fluency preferred but not required.
- General computer, word processing and spreadsheet skills.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and talk or hear. The employee frequently is required to stand; walk; sit; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and distance vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

TO APPLY

Please send resume with cover letter and contact information for three professional references to: Charles Hodge via email to chodge@humansolutions.org. Letters of reference are not necessary, simply the names and contact information of people who can provide a professional reference. This position is open until filled. However, there is an urgency to fill this position. Please no phone calls.