



## Job Announcement

<b>Job Title:</b>	<b>Engagement Specialist (Shelter Staff)</b>
<b>Department:</b>	<b>Social Services</b>
<b>Reports to:</b>	<b>Family Center Manager</b>
<b>Hours:</b>	<b>On-Call, graveyard shift</b>
<b>Starting Salary:</b>	<b>\$15.30-\$16.55/hour, DOE</b>
<b>Benefits:</b>	<b>Paid sick leave</b>
<b>Location:</b>	<b>East Portland</b>

***Want to help make a difference?*** For 30 years, Human Solutions has been working to break the cycle of intergenerational poverty by empowering families and helping them build pathways out of poverty. Our comprehensive programs give people the skills and resources they need to be successful. Our programs include services for homeless families, eviction prevention, supportive services, employment services, energy assistance, and the development and operation of affordable housing.

Diversity, inclusion and equity are fundamental values for Human Solutions, both internally and externally. HSI has a Diversity Committee, which serves as a sounding board for new internal policies and procedures to make sure that we're taking into account diversity and inclusion. It also helps with diversity-related projects, such as coordinating staff diversity trainings and providing ongoing input into our equity planning.

Human Solutions is working to end homelessness and poverty in our community because everyone deserves a safe place to call home.

### **SUMMARY**

Provide staffing for the Family Center. The shelter is intended to provide a safe and warm space for homeless families and is designed to provide easy, low-barrier access for people who would otherwise be sleeping outdoors or in vehicles.

### **DUTIES & RESPONSIBILITIES**

#### *Essential*

- 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).
- 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.

- Provide ongoing services to all center guests as detailed on their individualized service plans.
- Distribute food, blankets, bedding and other needed items in a fair and equitable manner to homeless families.
- Assist staff, volunteers, and community groups and help them to have a positive volunteer experience.
- Enforce the Family Center guidelines.
- Notify police, fire, emergency medical or other emergency personnel if warranted by events in the Family Center.
- Interact with guests, staff, and volunteers in a strengths-based, trauma-informed manner at all times.
- 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.
- Provide regular fire watch walk-throughs and record these on a form provided by the fire marshal.
- Record each shifts activity in the Family Center log book.
- Develop and maintain positive relationships with guests and volunteers.

#### *Secondary*

- Meet with supervisor and participate in department staff meetings and monthly all staff trainings as scheduling permits.
- 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.)
- 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.
- 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: Tamara Holloway; Shelter Manager, via email to [tholloway@humansolutions.org](mailto:tholloway@humansolutions.org). This position is open until filled. Please no phone calls.