



## Front Steps – Job Description

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**Job Title:** Client Services Specialist

**Department:** Shelter Services

**Reports to:** Shelter Operations Manager

**Last Revised:** September 19, 2018

**FLSA:** Full-Time/Non-Exempt (40 hours/week)

Shift schedules in this category include:

Morning (6:45a – 3:15p)

Mid-Shift (2:45p – 11:15p)

Night (10:45p – 7:15a)

**FLSA:** Part-Time/Non-Exempt (24 hours/week)

Shift schedules in this category include:

Night (10:45p – 7:15a)

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### Position Summary:

As part of our critical role as a low-barrier shelter for adults experiencing homelessness, the primary duty of the Client Services Specialist (CSS) is to promote and maintain a safe and welcoming environment for clients, staff, and visitors to the facility. The CSS is responsible for maintaining a presence throughout the shelter as well as taking part in various outreach efforts to clients experiencing homelessness in order to provide them with housing-focused services linking them to those offered within the agency, with co-located partners, and other community referrals. The CSS is also responsible for assisting clients with navigating various services within the shelter, monitoring areas for safety and utilizing emergency services as-needed, partaking in efforts to maintain a clean and orderly environment, and completing documentation and data entry requirements with a high degree of accuracy.

### Specific Duties, Functions, and Responsibilities:

- Promote a welcoming, organized, clean, and safe environment for clients, staff, co-located representatives, and other visitors to the facility.
- Engage with clients within and outside of the shelter facility regularly for services, trust-building, and coordinating access to shelter and housing-focused services.
- As part of a housing-focused, temporary environment, provide and connect clients with resource information regarding services offered at the facility through housing-focused case managers, co-located partners/other service entities, and other divisions as part of the agency's efforts to offer clients solutions to resolving their homelessness as quickly as possible.
- Provide services to clients in an orderly and respectful manner in accordance with the agency's policies and procedures. Utilize positive relationship management and appropriate boundaries with clients to manage the flow into, throughout, and out of the facility while taking part in encouraging clients to be focused on their housing-related efforts.
- Work as part of a team with other agency personnel, service providers, etc. in various outreach efforts to inform clients of potential resources available to them, which may include diversion and other referral connection efforts.
- Maintain a safe shelter environment by de-escalating or responding to crisis situations in a professional and respectful manner, engage the support of emergency services when needed, and document any such incidents according to the facility's standards. Maintain working knowledge of security procedures and operation of X-Ray, metal detector, or other safety-related equipment.
- Conduct intakes, gather documentation, enter/update data into the Homeless Management Information System (HMIS) regularly.
- Answer all incoming calls and respond in a professional manner with requested information, or direct caller to other designated personnel or providers.
- Assist shelter clients with accessing basic needs services offered at the facility.

### **Other General Duties, Functions, and Responsibilities:**

- Participate in inter-agency case management/service provider collaborations to share information, resources and problem-solve client challenges and barriers.
- Attend all shift, departmental, agency, and other meetings or trainings as determined by the agency, some of which may occur outside of assigned shift hours and will be paid time.
- Represent the organization in the community in a professional manner.
- Assist with other agency special projects as needed, including staffing special events and providing coverage for agency programs.
- Perform other duties as assigned.

### **Minimum Qualifications:**

- High School diploma or equivalent.
- Strong organizational, time management, customer service, and other interpersonal skills.
- Ability to establish rapport, trust, and boundaries with clients.
- Ability to work in a high stress, fast-paced environment while maintaining a calm and professional demeanor.
- Ability to follow detailed instructions and work independently and within a team environment.
- Effective written and oral communication skills. Must be able to read, write and explain hard copy documents to clients.
- Ability to adapt to the business needs of a 24/7/365 facility, which may involve shifts in schedules and/or days.
- Strong computer skills, including word processing, spreadsheets, database usage, and internet. Ability to use office equipment, Microsoft Office products, and other software on a PC platform.
- Reliable transportation.

### **Physical Requirements:**

- Ability to lift a minimum of 50 lbs.
- Ability to stand, sit, walk-around, use stairs, and navigate a physically dynamic environment for on-going station rotations throughout shift.

### **Preferred Knowledge, Skills, and Abilities:**

- College degree in Human Services, Social Work, or closely related field. Professional experience in the field or closely related field may be considered in lieu of formal education.
- One year of professional experience working with individuals experiencing homelessness or other special needs populations in an ongoing service delivery capacity.
- Knowledge of local community resources.
- Proficient in the use of Microsoft Office products on a PC platform.
- Experience using a Homeless Management Information System (HMIS).
- Bilingual (Spanish and English and/or ASL and English highly preferred).