



## Front Steps – Job Description

**Job Title:** Client Services Specialist – Shift Lead

**Department:** Shelter Services

**Reports to:** Shelter Operations Manager

**Last Revised:** November 20, 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)

Currently, these shifts are Wed-Sun.

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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 Client Services Specialist - Shift Lead provides direct, on-site support to staff and clients in a respectful manner while acting as a Shift Lead on the team, under the direction of the Shelter Operations Manager. In the absence of, though in consultation with, the Shelter Operations Manager, the Shift Lead serves as the first point of contact for staff to address any crises, concerns, issues, or other needs that arise, including ensuring staff coverage. The Shift Lead is responsible for addressing and following up on any crisis issues that occur of the shift, providing staff support and training, monitoring of program documentation, and maintaining minimum staffing levels by providing site coverage when necessary. The Shift Lead does not directly supervise staff but does provide staff support, training, and provides feedback to supervisory staff. Beyond these duties, the Shift Lead function as other CSS personnel to provide a safe and welcoming shelter environment.

### Specific Duties, Functions, and Responsibilities:

- Maintain a strong presence to provide staff support in promoting a welcoming, organized, clean, and safe environment for clients, staff, co-located representatives, and other visitors to the facility.
- Provide direction to CSS to ensure that stations are covered by CSS personnel, answer questions, arrange for appropriate coverage, lunches, breaks, etc.
- Maintain a safe shelter environment by de-escalating or responding to crisis situations in a professional and respectful manner, and engage the support of emergency services when needed. Utilize sound decision-making skills regarding client behavioral issues, including cases where individuals may need to exit the facility, and act as a liaison with emergency personnel. Implement appropriate facility emergency procedures. Maintain working knowledge of security procedures and operation of X-Ray, metal detector, and other safety-related equipment. Follow communication protocols regarding these incidents. Ensure that other shift staff are also following protocol and procedures.
- Complete required written and electronic documentation in a timely manner, including, but not limited to incident reports, shift reports, various logs, data entry, etc., and ensure that other staff are also following protocols and procedures.
- Work together with staff to maintain a clean and safe shelter environment the physical site by performing various cleaning tasks and reporting any needed maintenance issues to ensure that health and safety standards are met. Maintain an inviting and comfortable atmosphere in the office and common spaces.
- Under the guidance of Shelter Operations Managers and other leadership personnel, train new staff and facilitate trainings for existing staff to enhance skills and knowledge.
- 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.
- Assist shelter clients with accessing basic needs services offered at the facility.
- 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.

### **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:**

- Some college education.
- 1 year of professional experience leading or supervising a team.
- 1 year of professional experience working with individuals experiencing homelessness or other special needs populations in a direct service capacity.
- Demonstrated strong leadership and decision-making skills.
- Adept at performing multiple tasks and projects at once with demonstrated ability at being detail-oriented.
- Ability to work in a high stress, fast-paced environment while maintaining a calm and professional demeanor.
- Strong organizational, time management, customer service, and other interpersonal skills.
- Ability to establish rapport, trust, and boundaries with clients.
- 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 procedures or other protocols to staff, as well as communicate effectively with clients, co-workers, and other community partners.
- 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.
- 2 years of professional experience leading or supervising a team.
- 2 years of professional experience working with individuals experiencing homelessness or other special needs populations in a direct 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).