



Support and
Shelter for
Overcoming
Homelessness

Family Engagement Specialist | 2020

Job title	Family Engagement Specialist		
Reports to	Family Engagement and Case Management Supervisor	Position Status	Full Time
Salary Range	\$16.10/hr	Assignment	Regular/Benefited
EEO Class	Administrative	FLSA Status	Varies with Wage
Shift	40 hours, Sunday-Thursday, nights and weekends required		

Job Summary

The Family Engagement Specialist will oversee new families entering and exiting from shelter and will help provide basic necessities and support as these families work to resolve their homelessness. Every activity you undertake will provide someone safety and help them on their journey to housing. This position requires a high degree of compassion, problem solving skills, and respect for clients as you monitor sensitive personal data and work with families to help them find the resources they need to step out of homelessness and back in to the community.

Duties and Responsibilities

1. Complete intakes when families enter shelter and ensure accuracy and completeness of data collected.
2. Develop re-housing plans with new families as they enter shelter, helping them to identify the steps they need to take to become permanently housed.
3. Help families access resources in community and creatively problem solve plans to move into stable housing and increase family resources and overall stability.
4. Orient new families to shelter with trauma-informed approach, review shelter rules and in-shelter resources available to clients.
5. Gather documents and create client files for use in multiple departments.
6. Assist families in applying for vital documents upon entry to shelter.
7. Provide support, training and assistance to Family Advocate and Case Management staff with regard to intake paperwork and processes and ClientTrack data entry.
8. Coordinate efforts to gather complete and accurate client information across multiple departments and foster good interdepartmental relations.
9. Professionally represent the Family Intake team in meetings with other agency departments and community partners.
10. Other duties as assigned.

Education and Experience

Bachelor's degree from an accredited college or university (or equivalent) strongly preferred.

Knowledge and experience in administrative duties including clerical, computer literacy and organizational skills required. Direct service experience with difficult and vulnerable populations preferred.

Bilingual in Spanish or other languages preferred.

Skills and Requirements

1. Excellent organizational skills.
2. Understanding of Microsoft Office suite, with special emphasis on Excel proficiency.
3. Experience with ClientTrack (or comparable database system) data entry.
4. Ability to communicate effectively and handle difficult situations with professionalism, compassion and from a Trauma Informed perspective.
5. Must be a self-starter and self-directed person with ability to multi-task and prioritize in a fast paced environment.
6. Must be able to take direction from Family Engagement supervisor and other department heads.
7. Be a team player with excellent interpersonal and communication skills.
8. Must be able to pass a pre-employment background test and drug screen.

Physical and Equipment Requirements

Lifting up to 25 lbs. (files, file boxes)

Ability to stand and walk for up to an hour at a time.

Instructions to Apply

To apply, please email resumes@theroadhome.org. Please include the job title **Family Engagement Specialist** in the subject line.

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