



Job Description

Title: Client Services Specialist

Hours: Full-Time (40 hours weekly, Non-Exempt)

Reports To: Coordinator

Purpose: Client Services Specialist are responsible for providing screening, assessments, and brief interventions to street homeless individuals. When a Poverello House shelter bed is not available, the Client Services Specialist will work to identify another shelter opportunity within the community. While working in the various Poverello Houses shelters, Client Services Specialist are also responsible for providing linkage to supportive services such as physical, mental health, substance abuse treatment, employment, and other general services.

Job Responsibilities and Duties

- Administer screenings, assessments, and brief interventions to street homeless individuals
- Coordinate and partner with community resources to promote the well-being of street homeless individuals
- Maintain a working knowledge of available community resources
- Link clients to supportive services
- Manage inbound and outbound phone calls
- Attend meetings as scheduled
- Enter data into the Homeless Management Information System (HMIS) and Poverello House tracking systems
- Address general and emergency client needs and provide transportation as needed.
- Perform general groundskeeping and room checks
- Work with clients to ensure a safe, secure, and healthy living environment
- Daily end-of-shift and incident reports
- Prepare and maintain client record-keeping
- Complete work orders and follow up with maintenance department
- Attend and actively participate in in-service training and staff meetings as scheduled.
- Adhere to Poverello House policies and procedures along with client security and confidentiality
- Manage and update daily sign-in sheets/stats with complete and accurate information
- Meal services
- Other duties, as relevant and assigned by Management

Qualifications

- GED or High School diploma is required
- Adept in MS Office (Excel, Word, and Outlook)
- Skilled at working with diverse populations and engaging clients
- Ability to communicate professionally and with integrity

- Ability to work independently or as a member of a team
- Comfortable in working in a low barrier environment

Compensation

- Range: \$16.00 to \$18.00 per hour
- Paid vacation (accruals dependent upon time served)
- 9 paid holidays, Birthday holiday, paid sick time (per applicable laws, plus accruals)
- Medical/Dental/Vision Benefits for employee and dependents
- Retirement benefit through SIMPLE IRA plan with 3% employer match
- Life insurance plan benefit

If interested in the position, please send a resume to PovHR@poverellohouse.org.
No Phone Calls Please