



## **Job Description**

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**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
- Client Services Specialist may conduct a repetitive physical activity to include sitting, standing, walking, reaching
- Complete daily tasks such as cleaning, room and meal prep
- Transport clients to appropriate services, as needed
- Provide support to case managers as directed
- Other duties, as relevant and assigned by Management

### **Qualifications**

- Must have the ability to be insured for driving purposes
- GED or High School diploma is required
- AA degree in social work or human services-related field preferred.
- 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 manage and prioritize multiple tasks under pressure
- Ability to work independently or as a member of a team

### **Compensation**

- \$17 - 18 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](mailto:PovHR@poverellohouse.org).