



Job title	<i>Engagement Specialist – ESG</i>
Reports to	<i>Director of Ministries</i>

The ESG Engagement Specialist is the first point of contact for homeless individuals receiving services. This position establishes a relationship, conducts assessments, determines eligibility, develops individualized case plans, and links individuals with community-based services and resources to address immediate needs. The primary objective for the Engagement Specialist is to engage individuals experiencing homelessness through assessment and referrals to address the most urgent basic human needs. The goal is to help them achieve self-sufficiency and permanent stable housing. This is a grant-funded, full-time position – 40 hours/week.

Duties and responsibilities

- Conduct comprehensive assessments and develop individualized case plans for homeless individuals.
- Conduct the VI-SPDAT assessment and provide information to the Continuum of Care housing list.
- Assist client in accessing emergency shelter if available.
- Administer Emergency Solutions Grant funds to assist the targeted population with essential needs and services including temporary shelter in hotels as needed.
- Maintain regular contact with clients.
- Provide required monthly reporting to Supervisor for required grant reporting.
- Work with Outreach workers and Coordinated Entry Committee; accepting referrals as workload permits.
- Collaborate with other agency programs to maximize participant outcomes and program goals.
- Transition clients to work with ESG Housing Case-Managers in a timely manner.
- Document and maintain up-to-date information on services provided to participants; input into HMIS and maintain hard copy case records.
- Prepare and submit monthly program updates and other reporting as required.
- Other duties as assigned and/or allowed per the grant.

Qualifications

Required:

- High school diploma.
- Minimum of one-year supervisory experience.
- Demonstrated communication skills, both oral and written.
- Computer literacy.

Preferred

- Minimum of 2 years post-secondary education.
- Bilingual in English and Spanish.
- Experience working with the homeless or impoverished.

Working conditions

Work may be performed in the IES offices, client’s residence, or other locations as it pertains to specific clients. Work is generally light to medium with considerable variety including data input and record keeping. Daily work often involves moving within the facility and traveling to local meetings or to obtain supplies/resources for clients. There may be intermittent exposure to disagreeable working conditions associated with client behavior, illness or hygiene. Hours are generally Monday-Friday during regular business hours of Interfaith Emergency Services, however the nature of this position allows for flexibility based on client needs and availability.

Physical requirements

Work involves physical effort encountered in normal, everyday office activities. Position requires occasional local travel in the community.