 Front Steps – Job Description

**Job Title:** Client Services Specialist (Nights)

**Department:** Shelter Operations

**Reports to:** Shelter Night Manager

**FLSA:** Full-Time/Non-Exempt (40 hours per week)

**Shifts Available:** Nights

Full-time Weekday Shift: M-W 5:45pm-6:00am; TH- 5:45pm-12:00am

Full-time Weekend Shift: TH-11:45-6:00am; F-SU-5:45pm-6:00am

**Last Revised:** June 18, 2018

**Position Summary:**

The primary duty of the Client Services Specialist (CSS) is to maintain a presence throughout the shelter, provide referral information to clients, and maintain confidentiality with clients. The CSS will promote and maintain a safe environment for staff and clients. CSS I is responsible for effectively moving clients through the Emergency Night Shelter; including reservation check-ins, lottery in-take, dinner, showers and records of stay. CSS will also be responsible for verifying data entry into the Homeless Management Information System (HMIS) on a daily basis. CSS will maintain an active ServicePoint license to complete data entry requirements.

**Duties, Functions, and Responsibilities:**

* Build and maintain positive client relations.
* Promote a welcoming, organized, and safe environment for clients and volunteers.
* Engage and manage clients receiving shelter services in an orderly and respectful manner.
* Effectively communicate shelter rules and guidelines with clients in a respectful manner.
* Provide resource information to clients seeking shelter services, case management services, and information about co-located agencies or other community social service needs.
* Defuse situations with clients in professional and respectful manner, while maintaining a safe shelter environment.
* Maintain working knowledge of security procedures and operation of X-Ray and metal detector equipment.
* Request and enter client data into client tracking system (HMIS) and verify accuracy if information has already been entered.
* Participate in ongoing staff trainings, professional development and regularly scheduled meetings.
* Complete and submit incident reports within a timely manner. Reports should be written objectively and provide a full-account of the incident.
* Answer all incoming calls and respond in a professional manner with requested information, or direct caller to other designated department or community service provider.
* Attend all necessary meetings as determined by the manager; including monthly all-staff meetings, monthly case manager meetings, and regular CSS staff meetings.
* Work with shelter volunteers to educate them and enable them to provide a service to the clients.
* Share learning and best practices with co-workers when applicable.
* Represent the organization in the community in a professional manner.
* Perform other duties as assigned.

**Minimum Qualifications:**

* High School diploma or equivalent
* Strong organizational, time management, customer service and other interpersonal skills
* Ability to use office equipment, Microsoft Office products and other software on a PC platform
* Ability to follow shelter operations procedures, enter, access and process data
* Ability to work in a high stress, fast-paced environment
* 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
* Experience working with the homeless or closely related population, highly preferred
* Knowledge of Austin’s social services community partners
* Proficient in the use of Microsoft Office products on a PC platform
* Experience with Austin or other city’s Homeless Management Information System (HMIS)
* Bilingual (English and Spanish and/or American Sign Language)