

Safe Haven Homeless Support Specialist

SUMMARY OF PRIMARY FUNCTION

Under the direction of the Safe Haven Coordinator, the Homeless Support Specialist (HSS) serves as social services advocate for Safe Haven guests. The HSS is responsible for helping guests make the best use of community agencies that may assist them on a more permanent basis. These agencies include, among others, services having to do with housing, mental health, and alcohol and other drug abuse.

ESSENTIAL RESPONSIBILITIES/DUTIES

1. Greets guests, assesses their individual mental health and social service needs, fills out referral forms, and ensures all guests have received a copy of the Safe Haven rules.
2. Orients and refers guests to appropriate Safe Haven services including case management, AODA groups, and the Volunteer Psychiatric Clinic.
3. Counsels guests on how to make use of the mental health, housing, and social services available in the community. Researches services available and refers guests to appropriate services. Communicates with other agencies regarding referrals.
4. Assists guests in filling out forms and applications for housing, employment, and other services.
5. Works closely with several residents on individual service plans. Meets weekly with those guests to mark progress and determine short-term and long-term goals.
6. Attends the weekly staff meeting. Reports on weekly goal meetings with assigned residents. Reads and contributes to HSS meeting notes throughout the week.
7. Reads Safe Haven staff documents each shift, including logs, incident reports, and guest files. Contributes when necessary. Maintains case notes on guests.
8. Assists guests in resolving conflicts. Develops rapport with guests based on mutual respect and utilizing active listening skills.
9. Contacts staff at other Porchlight programs to obtain information regarding guests.
10. Monitors the behavior of shelter guests and takes steps to stop undesirable behaviors. Maintains order and calls for help as appropriate. Reports incidents accurately and objectively.
11. Enforces all Safe Haven policies, procedures, and rules.
12. Performs other duties and takes on other responsibilities as requested by the Coordinator.

QUALIFICATIONS

1. Bachelors Degree in Social Work or closely related field required. Masters desired.
2. Experience working in a nonprofit social service agency.
3. Genuine desire to work with a socially disadvantaged and multi-ethnic population, including the homeless and those with low incomes. Sincere respect for disadvantaged individuals.
4. Ability to motivate and obtain willing cooperation from others.
5. Team orientation with respect for others. High ethical standards.
6. Proficiency in Microsoft Word, Excel, and Outlook. Ability to adapt to new technology quickly.