

The Greater Wheeling Coalition for the Homeless

Job Description

Community Engagement Specialist

Date: November 2014

Reports to: Executive Director and other staff, only as assigned

Supervises: N/A

Purpose: To assist in provision of direct services to identified clients in order to promote engagement in services and integration in community supports necessary to sustain recovery and maintain housing in the community. This is done by working in the community and within the guidelines of the agency to identify, engage and assist in an on-going manner, identified homeless individuals with a serious mental illness (SMI), substance use, or co-existing disorder that are at risk of psychiatric hospitalization or are currently committed and being re-integrated into the community.

Essential Responsibilities

(The following is intended to be illustrative, not all inclusive):

1. Follow all processes of the organization including outreach, intake, referral and assessment processes
2. Be accessible to see a new referral within 24 hour of receiving the assignment and provide face to face contact with a referral from a psychiatric facility within 3 days of discharge
3. Participate in a case management team on-call rotation
4. Assist the case manager in the coordination of activities for 10-15 cases
5. Provide services in various locations including: the client's home, agency's office and designated public places
6. Perform assessments to determine client need and eligibility
7. Assist the client with achieving identified goals through monthly or bi-monthly, face to face appointments. Goals may focus on developing the following critical community supports and interpersonal skills:
 - Assist client with securing and sustaining housing
 - Provide routine home visits to check progress and status
 - Work with the case managers to assure that the client is compliant with and has access to medications
 - Develop weekly nutritional meal planning and perform comparative shopping
 - Develop housekeeping skills to a level that maintains housing stability
 - Develop a socially acceptable level of personal hygiene
 - Monitor financial management practices as set up by the case manager. Monitor budgeting, bill paying, and spending patterns and report issues to the case manager
 - Work with client to improve coping skills, interpersonal skills, and stress reduction techniques

- Accompany clients to appointments as necessary for the purpose of relaying critical health information and empower them to become independent of accompaniment
 - Help clients become independent by assisting them to understand, develop and utilize a transportation plan
 - Assist the client in obtaining services in the community to allow for a positive transition from CE services to independent living
8. Ensure that each CE client has access to comprehensive psychiatric services through Northwood Health Systems or Heathways by working closely with liaisons to sustain the client in the community with out-patient services
 9. Monitor and document client progress by fully utilizing a computerized internet-based Homeless Management Information System as described in the policy and procedures
 10. Identify, document and share community resources that can be key supports to the identified population
 11. Make and follow-up on necessary referrals to other providers, mainstream resources and Facility Community Support grantees to ensure that the CE client has access to resources that the agency cannot provide. This includes referral for high risk clients for HIV, TB and Hepatitis testing and services
 12. Attend all trainings and meetings deemed relevant or declared mandatory by the agency
 13. Assist the staff in the coordination of work activities within the Coalition or outside agencies to prevent delays in actions required or to improve services to clients or agency operations
 14. Maintain confidentiality of client information, agency's processes, data and programming
 15. Assist the designated staff with preparing regular reports on program status and tracking aggregate data on program achievements

Required Knowledge and Qualifications

- Assist in the development of community resources, including targeting new resources
- Research topics for client meetings or delivery of care
- Work with a diverse group of people
- Communicate effectively, diplomatically and confidently in diverse settings
- Research, assemble, and analyze data, including special projects
- Perform duties with minimal supervision
- Maintain intricate time management records
- Manage a diverse caseload
- Keep meticulous written records
- Fluency in spoken and written English
- Organize and present information in various settings: workshops, public presentations, meetings
- Skillful at making clients and the community comfortable with participating in the programs and the ability to generate enthusiasm among all
- Maintain confidentiality in all assignments
- Work harmoniously with other agency personnel
- Possess interpersonal flexibility necessary to perform work under time pressures

- Handle multiple deadlines and tasks simultaneously
- Advocate for clients to a variety of audiences
- Promote self-sufficiency in client practices
- Competency in operating computers (desktop and laptop) with Microsoft Word, Excel and Outlook (email), printers, scanners, fax and multi-line telephone
- Willingness to use an on-line appointment scheduling software
- Ability to learn and utilize a HMIS
- Participate in mandatory organizational activities as assigned, such as: fundraising, street outreach, Point In Time Count, Continuum of Care activities and group meetings
- Perform other duties and complete special projects, as assigned

Minimal Education Level and Experience

High School Diploma or equivalency

Experience in Related Field: Experience in addressing needs of people who are economically marginalized or homeless is not necessary, but helpful.

Other Requirements

Transportation and Travel: You must have a car, valid driver’s license, state-minimum car insurance and be willing to transport clients to and from appointments, individually and in groups. Ability to travel occasionally about the state to attend meetings.

Working Conditions: Ability to work in an office and residential environment; in all weather conditions (hot, cold, humid, dry, wet).

Physical Demands: Ability to lift up to 50 lbs, or in excess of, with assistance of other staff.

Type of work: Moderate levels of physical work ability. Ability to lift, push, pull or otherwise carry objects associated with normal house keeping duties. Work involves walking, bending, reaching, stair climbing and standing; as well as, sedentary work.

Work Schedule: A scheduled 15-20 hour week with occasional non-traditional hours, including evenings and on-call emergencies.

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities and duties of personnel so classified.

NOTE: The requirements for this position are indicative of the physical and mental capacities needed to satisfactorily perform the duties for the position. Reasonable accommodations, as required by the Americans with Disabilities Act will be granted wherever possible.

I acknowledge receipt and review of this job description:

Applicant Signature: _____ **Date:** _____

Print Name: _____

Summary of Position with Compensation

CES-Provide direct assistance to clients with mental illness and substance use to reduce hospitalization and sustain housing. High school graduate/equivalent, related work experience helpful. 18 hrs/week \$10/hr. One hire for pm shift 1-5 MTWF.

How to Submit Interest

In order to be considered, ALL of the following must be included: full cover letter specifying position/shift, resume, and 3 professional references by COB 05/24/17 to:

Ms. Lisa A. Badia, Executive Director
Greater Wheeling Coalition for the Homeless
84 15th St., Wheeling, WV 26003

OR by email: lbadia@wheelinghomeless.org