



Engagement Specialist

Job Description

Objective: Housing for New Hope connects our neighbors to housing and hope. Serving as part of the Street Outreach team, the Engagement Specialist's primary goal will be to identify and build a trusting relationship with unsheltered homeless neighbors through direct street outreach activities in response to referrals from the community, coordinated entry, mental health partners, hospitals, local law enforcement, municipalities, and other social service agencies. As part of engaging with our vulnerable neighbors, the Engagement Specialist will administer assessment tools, facilitate placement into temporary housing, if needed, and facilitate connections to social services and permanent housing.

Reports to: Street Outreach Program Manager

Team: Street Outreach

Status: Full-time, exempt

Responsibilities:

- Work collaboratively with Street Outreach team members, volunteers, and other partners to conduct outreach in the community, focusing on those who are most vulnerable. Outreach will occur with those living on the streets, in parks, in encampments, abandoned buildings, etc.
- Demonstrate care and develop significant trust with clients while maintaining strong boundaries in client relationships.
- Assist clients in ending the cycle of homelessness by moving them from unsheltered homelessness to appropriate housing and accessing necessary social service resources using a Housing First philosophy.
- Maintain accurate client documentation in HMIS (Homeless Management Information System) database in compliance with agency, COC, and HUD guidelines and expectations.
- Conduct initial housing screening using the appropriate assessment tools.
- Assess and explore opportunities for diversion utilizing solution-based resources and mediation tools to connect vulnerable neighbors to housing solutions.
- Provide individualized client support, using evidence-based case management tools, through the entire journey by helping each client develop a plan to end their unsheltered homelessness.
- Maintain a caseload of at least 20 clients at any given time. Engagement will require regular early morning 10/and/or evening visits.
- Work collaboratively with appropriate case management professionals to ensure "warm transfer" of client to more intensive HNH case management or case management by other agencies when appropriate.

- Work collaboratively with Street Outreach team members to provide on-call coverage, support surge capacity for encampment activities, and surge capacity for disaster shelter coverage.
- Participate in community meetings and other activities as requested by supervisor or agency leadership.
- Attend workshops, trainings, and webinars as necessary to increase skills and knowledge to provide effective support.
- Abide by and maintain compliance with agency's policies and procedures.
- Other duties as assigned.

Qualifications:

- Bachelor's degree in human services or related field.
- One (1) to two (2) years of experience working with individuals and/or families experiencing homelessness or equivalent, related work experience.
- Certification in diversion-focused mediation preferred. Non-certified candidates will be required to complete training within ninety (90) days if selected.
- Knowledge and/or familiarity with harm reduction and motivational interviewing concepts and strategies.
- Compassion for people who are struggling with a variety of challenges, including homelessness, mental illness, and addiction.
- Outstanding capacity to build strong relationships with a diverse range of clients, colleagues, and community members.
- Excellent written and verbal communication skills.
- Ability to multi-task and manage competing priorities effectively.
- Strong organizational skills, attention to detail, and ability to consistently meet deadlines.
- Ability to work effectively both independently and as part of a team.
- Flexible and adaptable work style.
- Ability to effectively utilize technology including Office 365 products.
- Familiarity with Durham's resources and supportive services a plus.
- Lived experience of homelessness a plus.
- Valid NC Driver License and Car Insurance and willingness to travel in the community.

Compensation: Salary commensurate with experience and qualifications. Benefits include health, dental, vision, paid time off, holidays, and retirement plan.

Salary Range: \$38,000 - \$42,000

To apply: Submit one document that includes your cover letter and resume via email to:

Tamaira Johnson
HR Manager
Housing for New Hope
jobs@housingfornewhope.org

Housing for New Hope is an Equality Opportunity Employer

Applications will be accepted until **12/8/2023** or until the position is filled.