

Job Title: Client Services Specialist I (Nights)

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

Department: Shelter Operations

Shift: Weekday Nights (Monday – Thursday)
Weekend Nights (Thursday – Sunday)

Reports to: Shelter Night Manager

Salary Range: \$9.50 - \$11.00 per hour

Interested candidates should send their resume and cover letter to resumes@frontsteps.org

This position is essential to the operations of the overnight emergency shelter. The night shift positions are split between Weekday Nights (Monday through Thursday) and Weekend Nights (Thursday through Sunday). The hours are as follows:

Weekday Nights: Monday through Wednesday from 5:45pm – 6:00am and Thursdays from 5:45pm – 12:00am

Weekend Nights: Thursdays from 12:00am – 6:00am and Friday through Sunday from 5:45pm – 6:00am

Position Summary:

The primary duty of the Client Services Specialist (CSS) I is to maintain a presence throughout the shelter, provide referral information to clients, and maintain confidentiality with clients. The CSS I 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 I will also be responsible for verifying data entry into the Homeless Management Information System (HMIS) on a daily basis. CSS I will maintain an active Service Point 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 client safety.
- 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 and professional development.
- Complete and submit incident reports within 24 hours of the incident. 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; 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.

Client Services Specialist I (Nights) – Job Posting

Minimum Qualifications:

- High School diploma or equivalent
- Strong organizational and time management skills
- Ability to use Microsoft Office products on a PC platform
- Ability to work in a high stress environment
- First Aid and CPR/AED certification or ability to obtain after date of hire
- Reliable transportation
- Ability to lift a minimum of 50 lbs.

Preferred Knowledge, Skills and Abilities:

- 2 year 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 another city's Homeless Management Information System (HMIS)
- Bilingual (English and Spanish and/or American Sign Language)