



Reports to	Supportive Services Supervisor	Position Status	Full Time, 40 hrs
Salary Range	\$16.10/hr	Job Location	Midvale Family Resource Center
EEO Class	Administrative	FLSA Status	Exempt (at \$17.10)
Shift	40 hours, Tuesday-Saturday		

Job Summary

The Family Engagement Specialist will oversee new families entering and exiting from shelter and will help provide basic necessities and support as these families work to resolve their homelessness. Every activity you undertake will provide someone safety and help them on their journey to housing. This position requires a high degree of compassion, problem solving skills, and respect for guests as you monitor sensitive personal data and work with families to help them find the resources they need to step out of homelessness and back in to the community.

*This is a full-time, benefitted position. The current hours are **Tuesday - Saturday from 1 pm - 9 pm.***

Job Duties

1. Complete intakes when families enter shelter and ensure accuracy and completeness of data collected.
2. Develop re-housing plans with new families as they enter shelter, helping them to identify the steps they need to take to become permanently housed.
3. Help families access resources in community and creatively problem solve plans to move into stable housing and increase family resources and overall stability.
4. Orient new families to shelter with trauma-informed approach, review shelter rules and in-shelter resources available to guests.
5. Gather documents and create guest files for use in multiple departments.
6. Assist families in applying for vital documents upon entry to shelter.
7. Provide support, training, and assistance to Family Advocate and Case Management staff with regard to intake paperwork and processes and ClientTrack data entry.
8. Coordinate efforts to gather complete and accurate client information across multiple departments and foster good interdepartmental relations.
9. Professionally represent the Family Engagement Team in meetings with other agency departments and community partners.
10. Other duties as assigned.
11. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Education and Experience

- Bachelor's degree from an accredited college or university (or equivalent) strongly preferred.
- Knowledge and experience in administrative duties including clerical, computer literacy, and organizational skills required. Direct service experience with difficult and vulnerable populations preferred.
- Bilingual in Spanish or other languages preferred.

Required Skills and Abilities

1. Excellent organizational skills.
2. Understanding of Microsoft Office suite, with special emphasis on Excel proficiency.
3. Experience with ClientTrack (or comparable database system) data entry.
4. Ability to communicate effectively and handle difficult situations with professionalism, compassion and from a Trauma-Informed perspective.
5. Must be a self-starter and self-directed person with ability to multi-task and prioritize in a fast-paced environment.
6. Must be able to take direction from Family Engagement Team's supervisor and other department heads.
7. Willing to be a proactive member of a team and have excellent interpersonal and communication skills.
8. Ability to work from a Trauma-Informed Care framework.
9. Familiarity with the Housing First philosophy.
10. Demonstrated awareness of and sensitivity to diverse populations. Ability to contribute to the agency's commitment to enhancing awareness and appreciation of diverse ethnic and cultural heritages.
11. Must pass a pre-employment background check and drug screen.

Physical and Equipment Requirements

- Lifting up to 25 lbs (files, file boxes)
- Ability to sit, stand and walk for at least an hour at a time.

Instructions to Apply

To apply, please email your resume to resumes@theroadhome.org and include the job title **Family Engagement Specialist** in the subject line.

The Road Home is an Equal Opportunity Employer