SAFE HAVEN Homeless Support Specialist

SUMMARY OF PRIMARY FUNCTION
Under the direction of the Safe Haven Coordinator, assists and serves as social services advocate for Safe Haven guests. Has primary responsibility for assisting shelter guests to make the best uses of those community agencies which are able to assist them on a more permanent basis. These agencies may include, among others, services having to do with housing, mental health, income and alcohol and other drug abuse services.

ESSENTIAL RESPONSIBILITIES/DUTIES
1. Greets guests, assesses their individual mental health and social service needs, and fills out in-take forms and reads rules.
2. Counsels guests on how to make use of the mental health, housing, income resources and social services available to them.
3. Researches services available and refers guests to appropriate services.
4. Assists guests in resolving conflicts.
5. Communicates with other agencies regarding referrals.
6. Develops a rapport with guests based on mutual respect, utilizing active listening skills.
7. Assists in supervision of Program Assistants, Night Managers, cook and janitor.
8. Contacts Hospitality House and Drop-In Shelter staff to obtain information regarding Safe Haven guests.
9. Performs other duties and takes on other responsibilities as requested by the Director of Services.
10. Monitors the behavior of shelter guests and takes steps to stop undesirable behaviors; maintains order. Calls for help as appropriate. Reports incidents accurately.
11. Maintains case notes on guests.

QUALIFICATIONS
1. Experience/education equivalent to a Bachelors Degree in Social Work or a related field.
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.
4. Ability to motivate and obtain willing cooperation from others.
5. Team orientation with respect for others.
6. Sincere respect for disadvantaged individuals.
7. High ethical standards.

Reports to Safe Haven Coordinator and Director of Services