JOB DESCRIPTION

Position:  Engagement and Crisis Intervention Specialist

Reports to:  Front Desk Manager

Purpose of Position:  Engages clients in Front Lobby and Community Room in services. Conducts rapid needs assessment of immediate needs, diverts from homeless services system or refers for Crossroads services as appropriate. Coordinates response to clients in crisis to ensure safety of all involved. Provides guidance and direction to Front Desk Reception staff and Safety Officers on shift to ensure that environment is safe, respectful and trauma-informed.

Duties and Responsibilities:

- Advocates for the mission of the organization and upholds the agency’s values.
- Delivers service with safety, respect and effectiveness.
- Provides guidance and direction to Front Desk Reception staff and Safety Officers on shift to ensure a welcoming and trauma-informed environment, and to ensure that services are provided in accordance with Crossroads’ values and current policies.
- Engages with clients in Community Room and Front Lobby in order to build rapport and assess immediate needs. Refers for services through Crossroads programs or from other providers as appropriate.
- Responds to crisis situations, using Non-Violent Crisis Intervention techniques to de-escalate situation whenever possible. Provides direction to Safety and Front Desk staff, and obtains assistance from emergency medical or police as needed.
- Interacts with emergency personnel such as police, rescue and fire to facilitate services while protecting client confidentiality in accordance with state and federal laws.
- Oversees Emergency Overflow shelter in Community Room, including distribution, cleaning, and collection of sleeping mats, blankets, towels, etc.
- Completes after hours intakes with individuals and families and enters data into HMIS accurately and in a timely manner.
- Maintains and updates bed list in HMIS on a daily basis.
- Enters routine Service Transactions (e.g., laundry, showers, mail, telephone use, etc.) into HMIS daily.
- Provides backup coverage for reception staff as needed.
- Oversees Food Pantry.
- In conjunction with Development Department, facilitates the receiving and storage of donations.
- Oversees completion of “House” laundry daily.
- Performs other duties as assigned.
Experience and Education:
- Bachelor’s Degree in Social Work or related field preferred. A combination of education and equivalent experience working with disempowered and oppressed populations may be substituted for degree.
- Minimum one year direct service experience in Human Services.

Knowledge, Skills and Abilities:
- Excellent engagement and assessment skills
- Ability to work in a fast paced environment
- Ability to communicate effectively and be a team player
- Strong problem-solving and leadership skills
- Ability to take and supply constructive feedback
- Understanding of Harm Reduction, Motivational Interviewing, and Trauma Informed Care.
- Must successfully complete Non-Violent Crisis Intervention training.
- Able to maintain confidentiality of client information
- Strong professional boundaries.
- Understands the effects of poverty, oppression, sexism and other experiences that disempowered populations encounter
- Proficient with Microsoft Office (Word, Excel Outlook, etc.) and data entry etc.

Physical demands and work environment: The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Physical demands: Sitting, walking, lifting up to 20 pounds, reaching, carrying, speaking, listening
- Work environment: An environment of high stress and fast pace. The noise level is often moderate to loud. Protocol for safety and security is a priority. Use of phones, in person assistance, computer, fax and other general office machinery.