

Position: Client Services Specialist for Homelessness and Domestic Violence Prevention

Location: Bronx, NY

Department: Outreach, Prevention, and Supportive Housing Department

Reports to: Director of Social Services

Supervisory Responsibilities: No

Starting Salary: \$45,000

Summary: The Client Services Specialist for Homelessness and Domestic Violence Prevention plays an essential role in Nazareth Housing's Outreach, Prevention, and Supportive Housing Department. They will be responsible for coordinating homelessness and domestic violence prevention services primarily in our Bronx location. In addition, the Client Services Specialist for Homelessness and Domestic Violence Prevention will ensure that clients that come for homelessness prevention and domestic violence also have access to a broad range of human services provided through Nazareth Housing and community partners. There will be a need to conduct community outreach and develop collaborative relationships with Nazareth Housing leadership and local community organizations.

Essential Duties and Responsibilities include the following. In addition, other duties may be assigned.

Homelessness Prevention:

- Provide direct human services to clients, including intake, assessment, referral, service plan development, advocacy, case management, and follow-up
- Real-time monitoring and documentation of client progress toward service plan goals and interactions with or on behalf of the clients
- Report to and meet with the manager monthly
- Complete program reports as required
- Assist with special projects as assigned

Domestic Violence:

- Provide case services and crisis intervention to survivors of domestic violence
- Conduct client-centered safety assessments and help clients prepare risk management plans
- Collaborate with partners to ensure services are streamlined
- Provide emergency practical assistance including transportation, emergency food, emergency cell phones, and referrals
- Provide information and references for services such as shelter, long-term counseling, public assistance, and other entitlements, and support with applications
- Participate in staff meetings, community meetings, and relevant training and seminars
- Perform data entry into a computerized record-keeping system

Other duties:

- Works closely and provides support to the Outreach, Prevention, and Supportive Housing team and Nazareth Housing programs to provide quality services
- Complies with NYC, NYS, and funder grant guidelines
- Ensures to meet with weekly, monthly, quarterly, and annual program outcomes as instructed by the Director of Social Services
- Ensures that all clients are correctly enrolled in Nazareth Housing services
- Manages client data input and provides monthly statistics report to the Director of Social Services
- Participates in supervision and monthly staff meetings, training, and other organization-related activities
- Willing to travel to assist as needed at all Nazareth Housing sites
- Provide support with other department initiatives, and special events, including community outreach, and collaborate with community partners
- Provide outreach to the neighboring areas of the Bronx and complete collaboration with staff
- Offer all clients information about alternative human services and attend meetings with the Outreach, Prevention, and Supportive Housing team for up-to-date details regarding local events and social services offered in the community

Position Type and Expected Hours of Work:

- This is a full-time position. Workdays and hours are generally 9 am to 5 pm Monday – Friday except for Wednesday which is 7 am to 3 pm.
- Additional hours may be required to meet the program deadlines or client needs. Traveling to the Lower East Side may be requested as needed for staff support. Must be willing to include occasional weeknights 5 to 8 pm and weekend dates as required for Nazareth Housing events in the Bronx and/or Manhattan.

Qualifications

- Strong interest in Nazareth Housing’s mission of serving disenfranchised New Yorkers
- Motivated self-starter; comfortable working alone and in teams
- Excellent interpersonal skills with team members, volunteers, and clients, required
- Bilingual English / Spanish is preferred
- Experience with Foothold/AWARDS, Microsoft Office Suite, and Google Drive required
- Understanding the needs of low-income families and being comfortable working in a diverse setting, required
- Excellent organizational, time-management, and written/verbal communication skills
- Willingness to travel in all four seasons is required
- Detail-oriented with strong organizational skills
- Able to manage stressful situations, carry out interventions, and seek outside assistance as needed

- Ability to identify and implement best case management practices for the organization
- Ability to solve problems, make decisions, resolve conflicts, and listen
- Strong ability to effectively resolve and cope with immediate crises