

**Position:** Client Services Specialist (2 positions)

**Location:** Lower East Side, NY and the Bronx, NY

**Reports to:** Housing Stability Support Program (HSSP) Program Director, LES/the Bronx

**Supervisory Responsibilities:** No

**Summary:** The Client Services Specialist (CSS) is a member of a team of social service professionals providing critical outreach, prevention, supportive housing, and strengthening programs to low-income, high-risk households through our highly successful Housing Stability Support Program (HSSP). The responsibilities of the CSS fall into two primary areas: direct client services and workshop coordination.

The CSS will support direct client services to program participants; providing intake, assessment, case management, referral, and follow-up. The CSS will screen for multiple needs and implement a protocol for emergency assistance, rental assistance, or household support services, including domestic violence and benefits screenings. The CSS will create and maintain electronic and hard copy files of all assigned households and manage a regular schedule of appointments, case reviews, and team meetings.

The CSS will, at times, staff LifeLab activities. These seminars and events are designed to build more stability, economic empowerment, and household well-being. The CSS will work with team collaborators and outside partners to support LifeLab sessions. The position at times requires flexible scheduling, including some evenings and Saturdays.

### **Responsibilities:**

- Engage households facing housing instability and work with them to develop greater self-sufficiency and strengthen housing stability.
- Work with residents in providing housing counseling services.
- Identify the appropriate providers and facilities throughout the continuum of services while ensuring that available resources are being used in a timely and cost-effective manner.
- Provide case management services in a climate that allows direct communication between the case manager, the client, and appropriate service personnel to optimize the outcomes.
- Manage intake, assessment, independent living plans, and Master Action Plan (MAP) for households in case management.
- Maintain up-to-date and accurate case records. Thoroughly document all services in the on-line database with Master Action Plan (MAP) for each case.
- Make referrals for specialized services.
- Collaborate in LifeLab calendar and registrations with staff.
- Assist in facilitation of LifeLab sessions, including supervision of program aides, guest speakers, or volunteer-led activities when applicable.
- Develop individual housing resiliency plans for housing clients.
- Represent the agency at meetings as necessary and other tasks as assigned.

## Qualifications

- Strong commitment to Nazareth Housing's mission of serving underserved and vulnerable New Yorkers.
- Understands the needs of low-income families and is comfortable working in a diverse setting.
- Ability to solve problems, make decisions, resolve conflicts and listen.
- Bachelor's degree in Social Work, Mental Health, Counseling Psychology, or related field preferred.
- Three or more years of relevant professional experience in the human services, food security, community engagement or outreach sectors.
- Excellent organizational, time-management, and written/verbal communication skills
- 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 Plentiful preferred; Foothold/Awards, Microsoft Office Suite, and Google Drive required.

## Position Type and Expected Hours of Work:

- This is a full-time, non-exempt position. Workdays and hours are generally 9:00 am to 5 pm Monday – Friday except for Tuesday 8:00 am to 4 pm on the LES and Wednesday 7 am to 3 pm in the Bronx
- Additional hours may be required to meet program deadlines or client needs.
- Travel may be required from time to time
- Must be willing to work occasional weeknights 5–8 pm and weekend dates as required whether in the Bronx or Manhattan.

**Salary:** \$42,000 - \$45,000

**Benefits:** Generous benefits include:

- Paid vacation, personal days and sick leave
- Health insurance commences upon employment
- Flexible savings account
- Employee wellness initiatives

**To Apply:** Submit your resume and cover letter with salary requirements to [jobs@nazarethhousingnyc.org](mailto:jobs@nazarethhousingnyc.org).

Nazareth Housing requires all new employees to be fully vaccinated against COVID-19 as a condition of employment, unless they qualify for a reasonable accommodation for medical or religious reasons. Accordingly, new employees must submit proof of vaccinations prior to the commencement of employment, unless reasonable accommodation is granted.



*Nazareth Housing is committed to building a diverse and inclusive community. We support a broadly diverse team who will contribute to our organization. We are an equal employment opportunity for all regardless of race, color, citizenship, religion, national origin, sex, sexual orientation, gender identity or expression, age, disability, veteran or reservist status, or any other category protected by federal, state, or local law.*



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