

## Employment Opportunity



### Nicola Valley Shelter and Support Society

**JOB TITLE:** CLIENT ENGAGEMENT SPECIALIST

**REPORTS TO:** Shelter Manager

#### **Job Summary:**

This New Role is the primary source of support for the case manager; working to implement case management plans both within and outside of the shelter.

The right candidate will be communicating plans to support workers to ensure consistent messaging and services. Connecting residents to and supporting their interactions with external services, compiling case notes from own interactions as well as those with support workers to present to case worker weekly.

Identifying and encouraging positive activities to support client wellness, both individually and as a community. Facilitate client connections to case manager and other NVSSS programs.

This role is a harm reduction focused, multi-agency collaborative team that connects people experiencing or at-risk homelessness and/or those with complex barriers such as mental or physical vulnerabilities, or socio-economic need, to programs and services that can help to address their needs. This New Role will support all social issues – homelessness, poverty, depression, mental illness, bullying, addiction, PTSD, domestic violence, abuse, etc.

#### **REQUIRED EDUCATION, TRAINING AND EXPERIENCE:**

- Grade 12 and/or Certificate in Community Social Service. Or Other Qualifications determined to be reasonable and relevant to the level of work
- Pass and maintain a clear Criminal Record Check
- Hold or be willing to obtain First Aid and CPR required.
- Hold or be willing to obtain Mental Health First Aid Cert.
- Valid Class 5 Drivers License and Clean Drivers Abstract Required
- Reliable Vehicle

## RESPONSIBILITIES & KEY DUTIES:

- This position is at the core of all resident activity at The Shelter. It is the initial point of contact for all residents and prospective residents entering The Shelter and will proactively engage residents to build rapport, provide support with basic needs, assess areas of need, provide information, and connect to resources both at The Shelter and in the community.
- Conduct initial case engagements with residents and work actively with residents to outline goals and support residents in moving toward those goals.
- Advocate for residents' needs, making referrals to and collaborating with appropriate resources and community organizations.
- Work with residents to fostering planning and life skills, while identifying potential challenges and provide input.
- Engage residents: document background information and history.
- Identifying and documenting resident's needs for resources, services and other supports.
- Provide assistance to residents with documentation, forms and applications.

## Program Support

- Work within a multi-disciplinary team liaising with others to promote a supportive environment.
- Ensure flow of critical information including documentation.
- Support strategies that encourage the involvement of all in providing and development as per case management plans.
- ***Maintain and provide quarterly case records and prepare necessary statistical records on the role.***
- Promote a mutually supportive environment that emphasizes collaborative approaches and values the contributions of all members, including staff and residents.

## Other Duties

- ***Perform day-to-day administrative duties including maintaining CES data and resident engagement.***
- Prioritize in a busy working environment.
- Work within a multi-disciplinary team liaising with staff to promote a supportive respectful environment which emphasizes collaborative approaches and values contributions of all members, including staff and clients.
- Effective time management including ability to prioritize and assist with activities assigned by the manager of supportive housing.
- Actively participate in resident-related meetings and trainings.
- Other duties as assigned

## Knowledge, skills and abilities include:

- Effective team player who is honest, open-minded, and non-intrusive.
- Training and/or experience in working with those who have mental health issues, addictions and substance use with the ability to develop strategies to deal with these challenges.
- Demonstrate good interpersonal and communication skills.
- Good documentation skills.

- Intermediate computer skills necessary.
- Ability to effectively analyze situations quickly and apply sound judgment.
- Ability to work and build rapport with others.
- Knowledge of and ability to effectively navigate community resources.
- Ability to work independently with a strong sense of focus and task orientation.
- Ability to be non-judgmental and open within clear interpersonal boundaries.
- A strong sense of respect for confidentiality and privacy.
- Ensure the safekeeping of agency records.

Cover letters and resumes will be accepted beginning November 1, 2022, and up until the position is filled.

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