



Housing Support Specialist

JOB DESCRIPTION:

Reporting to the Program Director of Survivor Services, Housing Support Specialists (HSS) are responsible for staffing the Emergency Response Center (ERC) during varied shifts including morning, evening/late night, holiday and weekend hours, providing support and basic services to guests, performing day-to-day operational functions of the safe house, monitoring all entry and exit to the building, providing on-site response, and is sometimes the first point of contact for new survivors entering the ERC. A HSS candidate must possess strong organizational and group leadership abilities, have work experience in the areas of human services, preferably in the areas of human trafficking, domestic violence and/or sexual assault services. They must demonstrate stability in personal presentation and professional relationship and requires the ability to successfully complete required trauma informed human trafficking/domestic violence/sexual assault training. This position will work in tandem as a team with other staff of WillowBend Farms, Inc.

RESPONSIBILITIES:

- Manages operational functions of Emergency Response Center (ERC), including guest interaction, answering telephone, monitoring security system, documentation and data entry
- Maintains safety by enforcing program regulations
- Crisis management and de-escalation
- Responds to client questions and concerns efficiently and in a timely manner
- Participates in staff team meetings
- Engages clients through a warm, caring, and supportive atmosphere that builds trust and confidence and fosters healthy relationship boundaries
- Completes initial contact and program orientation
- Assists with the daily living needs of ERC residents including appointments and transportation
- Assists in the coordination of support services and intervention for ERC guests
- Activates supports through both internal and external resources
- Assists in goal setting and goal management
- Triage incoming referrals and route to appropriate staff for follow-up
- Completes room and safety checks during shifts
- Performs routine chores and cleaning tasks to ensure the safety and cleanliness of the shelter
- Duties may change according to organizational needs and special projects

QUALIFICATIONS:

- Bachelors or Associates degree preferred, Minimum high school diploma or equivalent
- Experience working with survivors of human trafficking and/or related programs preferred
- Ability to work with diverse populations with sensitivity to sexual exploitation, domestic violence and other gender-related issues
- Strong ability to work independently and as part of a team
- Excellent problem-solving, organizational and communication skills
- Ability and willingness to work irregular hours and be on call on a rotating basis
- Persistent and flexible, with ability to multitask and prioritize
- Fast learner, quick mind, and capacity for hard work
- Valid Driver's license, access to personal transportation with current insurance and vehicle registration
- Successful completion of criminal background checks and drug screen