



Job title	<i>Engagement Center Manager</i>
Reports to	<i>Director of Ministries</i>

Scope

This position manages the use of and activities in the Engagement Center. The purpose of the Engagement Center is to provide a point of entry for individuals and families experiencing homelessness to receive assistance and engage with the social services network. The Engagement Center Coordinator will work with outreach workers, IES staff and other agencies to coordinate service provision for clients experiencing homelessness. This position is responsible for collaborating to bring services to the IES campus in effort to alleviate the barrier of transportation for the clients. The overarching goal of this position is to guide individuals experiencing homelessness toward stable housing. The objective is to work with staff and volunteers to create a welcoming and well-staffed environment in which clients can engage in services.

Duties and responsibilities

- Represent Interfaith in the COC and Coordinated Entry System
- Enlist partner agencies or entities to provide services for the homeless population in a central location.
- Assess clients using the VISPDAT as needed
- Make referrals for services provided by partner agencies based on unique needs of clients.
- Build relationships with clients to establish trust.
- Train and oversee volunteers to do assessments, mentor and assist clients in various ways.
- Seek out shelter options for clients, including shelter through diversion.
- Manage data in HMIS to ensure clients are added to the Coordinated Entry by-name list.
- Keep detailed records, invoices and receipts to process payments through finance department
- Meet with Director of Ministries bi-weekly to provide updates and documents.
- Advocate for and/or coordinate services to homeless individuals available on the IES Campus.
- Track and maintain data on program outcomes; provide reports as requested.

Qualifications

Required:

- Works well with minimal supervision
- High school diploma or equivalent
- Experience working with those experiencing homelessness and/or substance use disorder
- Highly organized and effective multitasking
- Effective communication skills, oral and written
- Ability to train and supervise volunteers
- Good rapport with local human services agencies
- Ability to manage multiple schedules
- Administrative or management Experience
- Computer literacy

Preferred:

- Minimum of 2 years post-secondary education
- Bilingual in English and Spanish

Working conditions

These duties are performed in a full-time, 40-hour work week. Must have an uplifting and positive attitude along with excellent interpersonal skills. Must be able to manage people in distress and high stress situations.

Physical requirements

Work involves physical effort encountered in normal, everyday office activities. Position may require occasional local travel in the community.