

**Center Against Sexual and Family Violence
Job Description**

Title: Client Service Specialist – Shelter (FT)
Supervisor: Client Services Coordinator
Status: Non-Exempt

Scope of Duties:

Responsible for providing needed services to ensure the safety and security of the Shelter and its residents. Provide telephone crisis intervention, screen potential clients for appropriate services and/or referrals. Monitor activities and maintain accurate documentation and records in accordance with the Texas Department of Human Services and CASFV policies and procedures.

This is a non-exempt Full-time position which requires the approval of the Client Services Coordinator for work in excess of 40 hours in a work week.

Essential Job Functions:

1. Provide for the safety, comfort and well being of residents.
2. Maintain the security of the facility. Ensure that clients return by curfew and check facility perimeter regularly.
3. Provide telephone crisis intervention; make referrals to community agencies, document referrals.
4. Respond immediately to telephone calls and provide information regarding the Centers' services and programs in an educational manner.
5. Welcome new clients, complete intake forms and procedures. Explain the Shelter's rules and the Center's policies.
6. Transport client as needed and in emergencies.
7. Explain and enforce Shelter's guide lines and provide reason for them.
8. Provide crisis intervention to residents as appropriate.
9. Maintain files keeping notes and other documents in chronological order. Document all client contacts including but not limited to case notes, follow-up case notes, incident reports, correspondence and other notes, in accordance to TDHS guidelines and Center's procedures.
10. Accurate document and file necessary client information and daily log, provide status files to Client Services Coordinate or her designee daily.
11. Provide care for children when absolutely necessary. Encourage and assist them in learning situations.
12. Bring issues of concern to Advocate's attention.
13. Prepare required monthly reports in a timely and accurate manner.
14. Perform miscellaneous duties including stocking supplies, setting up blank intake forms, filing, maintaining a clean work area.
15. Attend staff meeting and required training.
16. Be a positive team member
17. Other duties as assigned.

Other Duties:

1. Increase the Center's visibility in the community by attending assigned meetings and participating on behalf of the agency.
2. Represent the agency in a positive manner at all times.
3. Respect client at all times.

Minimum Qualifications:

Training and Experience:

High school diploma. Computer proficiency in MS Office applications. Demonstrate emotional stability, positive attitude, patience, empathy, assertiveness and good oral and written communications skills. Able to work flexible hours and weekends. Bilingual English/Spanish. Must have own transportation, valid Texas driver's license and current insurance.

This job description should not be construed to imply that these requirements are the only duties, responsibilities and qualifications for this job. Incumbent may be required to follow any additional instructions, acquire related job skills, and perform related work.

I have read and understood the Client Service Specialist – Shelter job description and am able to perform the functions described.

Signature: _____ Date: _____