
Job Title: Warming Center Engagement Specialist
Location: Southside Warming Center
Reports To: Shift Supervisor
Employment Type: Full-time / Part-time / Seasonal

Position Summary:

The **Warming Center Engagement Specialist** plays a vital role in creating a safe, supportive, and welcoming environment for individuals experiencing homelessness during the winter months. This position involves direct engagement with guests, assisting with intake and referrals, and working alongside individuals to connect them with essential services and stable housing options.

The ideal candidate is compassionate, proactive, and skilled in crisis response and trauma-informed care.

Key Responsibilities:

Guest Engagement

- Foster trust and rapport with guests through active listening and empathetic interaction.
- Ensure all individuals are treated with dignity and respect in a welcoming environment.

Intake and Assessment

- Complete guest intake procedures and assess individual needs, risks, and goals.
- Collaborate with guests to develop resource plans tailored to their situations.

Crisis Intervention

- Respond promptly and appropriately to emotional or behavioral crises.
- Provide de-escalation support and connect guests with emergency or ongoing services.

Resource Coordination

- Partner with local service providers, shelters, and outreach organizations.
- Facilitate guest access to housing, employment, healthcare, and other vital services.

Safety and Security

- Uphold safety protocols and monitor guest conduct in the center.
- Report incidents, safety concerns, or emergencies to the Warming Center Manager promptly.

Documentation

- Maintain accurate records of guest interactions, services provided, and referrals made.
- Submit timely reports and case notes as required by management.

Support Services Navigation

- Assist guests in accessing social service systems, including food, medical, and housing resources.
- Educate guests on available programs and help them overcome access barriers.

Collaboration

- Work as part of a team to ensure effective day-to-day operations of the center.
- Participate in staff meetings and contribute to improving engagement strategies and workflows.

Qualifications:

Required:

- High school diploma or equivalent.
- Strong interpersonal skills and a compassionate, non-judgmental approach.
- Ability to remain calm and effective in high-stress or crisis situations.
- Willingness and availability to work evenings, nights, weekends, and holidays.

Preferred:

- Experience working with individuals experiencing homelessness or in a social services setting.
- Familiarity with local resources and outreach programs.
- Knowledge of trauma-informed care, harm reduction principles, and de-escalation techniques.
- Strong organizational skills and attention to detail.
- Degree in social work, psychology, or a related field (or equivalent experience).

Work Environment:

- The position operates in a fast-paced warming center setting, especially active during extreme cold conditions.
 - Staff may encounter emotionally challenging situations and must be able to maintain professionalism and empathy.
 - Protective protocols and training will be provided to ensure the safety of staff and guests.
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Equal Opportunity Employer

We are committed to creating a diverse and inclusive environment and encourage individuals from all backgrounds and life experiences to apply.
