

Shepherd's Table

Job Description – Social Services Associate

Position:	Social Services Associate
Classification:	Non-exempt
Application Instructions:	Send resume and cover letter to Director of Social Services, Jerome Chambers, jchambers@shepherdstable.org
Reports to:	Director of Social Services
Supervises:	N/A
Date:	July 1, 2023 updated

Position Summary

The Social Services Associate is responsible for assisting in the daily operation and management of the Social Services division which includes the Resource Center, Eye Clinic and Clothing Closet.

Essential Duties & Responsibilities

Organization and Services

- Serves as primary intake counselor capturing the identity and basic demographic information of all clients and meal guests receiving services from Shepherd's Table
- Issue identification cards to all clients and meal guests
- Staffs the Resource Center in conjunction with the Social Services Team, interns and volunteers.
- Provide on-going support to clients as needed while they are accessing services at Shepherd's Table
- Works in coordination with Interfaith Works and other service providers on-going services to clients leading to pathways of self-sufficiency including housing.
- Provides in-house crisis intervention counseling utilizing Trauma Informed Care, Harm Reduction and De-Escalation Techniques.
- Assists with Shepherds Table participation in the annual point-in-time (PIT) survey each year.
- Assists with Shepherds Table internal annual survey.
- Assists in facilitating patient scheduling and intakes for the Eye Clinic and coordinating with the Optometrist available dates and times. Works with a volunteer providing reception services for the Eye Clinic.
- Receives and processes mail, returning all old mail as necessary.
- Assists clients with vouchers for prescription assistance.
- Assists clients with tokens and cab fare for transportation to shelter and other services.

- Works with clients to access other providers and government services.
- Maintains accurate program and client data on Salesforce and HMIS and provides monthly reports.
- Is available to work a flexible schedule including weekends and holidays.
- Other duties as assigned by the Director of Social Services

Knowledge, Skills, Abilities

- Knowledge of the homeless population and available services
- Able to intervene in crisis situations, using sound judgement utilizing Trauma Informed Care, Harm Reduction and De-Escalation Techniques.
- Excellent communication skills with staff, clients, volunteers, and other service providers
- Strong skills in working with other providers to access the best services for clients.
- Ability to lead and work with a team in accomplishing the mission and values of our organization.
- Ability to speak and communicate in both Spanish and English is required.

Education & Experience

- Undergraduate degree in Social Work, Psychology, Sociology, or related field, and/or 3+ years job experience working with the homeless population providing In-reach and/or Outreach services.
- Two + years' experience working with the homeless population providing resource services.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.