

Job Description – Social Services Associate

Position: Social Services Associate

Classification: Full-time, exempt

Application Instructions: Send resume and cover letter to Director of Social Services, Tinsae Adugna, tadugna@shepherdstable.org

Reports to: Director of Social Services

Supervises: Volunteers

Salary Range: \$50,000 - \$53,000 plus full-time benefits

Date: April 1 2024

Position Summary:

If you are passionate about making a positive impact in the lives of individuals experiencing homelessness and thrive in a dynamic social services environment, then this opportunity as a Social Services Associate at Shepherd's Table may be the perfect fit for you. As an integral part of our Social Services division, you will assist in the daily operations and management of programs such as the Resource Center, Eye Clinic, and Clothing Closet, ensuring that our clients receive the support and resources they need with compassion and dignity.

Essential Duties & Responsibilities:

Organization and Services

- Serves as the primary intake counselor, capturing the identity and basic demographic information of all clients and meal guests receiving services from Shepherd's Table.
- Staff the Resource Center in conjunction with the Social Services Team, interns, and volunteers.
- Provide ongoing support to clients as needed while they are accessing services at Shepherd's Table.
- Works in coordination with Interfaith Work, Kelly Healthcare Collaborative, Pathways to Housing, and other service providers working with our client population.
- Provides in-house crisis intervention counseling utilizing Trauma-Informed Care, Harm Reduction, and Conflict De-Escalation Techniques.
- Assists with Shepherd's Table participation in the annual point-in-time (PIT) survey each year.
- Assists with Shepherd's Table internal surveys conducted throughout the year.

- Assists in facilitating patient scheduling and intakes for the Eye Clinic and coordinates 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 and ensures that mail is given out and returned to the sender on time based on the organization's policy.
- 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.
- Provides translations during the Eye clinic and daily as needed.
- Other duties as assigned by the Director of Social Services.

Qualifications:

- Seeking someone with a positive approach, the ability to multitask, and knowledge of community resources.
- Candidate must be responsible and able to work with limited supervision.
- The ideal candidate will have no less than 1 year of experience working with homeless individuals/families.
- They must also possess time management skills, strong interpersonal skills, and knowledge of the homeless populations and their challenges.
- Experience collaborating with community partners who assist the homeless population.
- Must have a valid driver's license.
- Must be bilingual (preferred Spanish).
- The selected candidate will be required to pass a pre-employment background check.

Education & Experience:

- No less than 1 year of related experience is required.
- At least two years of direct customer support experience is required.
- High school diploma or GED required.

- Undergraduate/associate degree in social work, Psychology, Sociology, or a related field preferred.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by the person(s) 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 normal responsibilities from time to time as needed.

Shepherd's Table is an equal opportunity employer. All applicants are considered without regard to race, color, religion, national origin, sex, sexual orientation, gender identity or expression, age, disability, marital status, veteran status, or any other discriminatory factors prohibited by law.

Shepherd's Table requires that all employees be fully vaccinated against COVID-19 unless the employee is entitled to accommodation for reasons related to a medical condition, disability, or sincerely held religious belief. Qualified applicants must comply with this vaccine policy as a condition of employment.