



3805 Marshall Street, Suite 100
Wheat Ridge, CO 80033
(P) 303.422.2133
(F) 303.422.5707
www.thefamilytree.org

Engagement Specialist

Description

This position reports to the Residential Director of the Generational Opportunities to Achieve Long-term Success (GOALS). To provide case management for families that have transitioned out of GOALS, engage with families moving in, assist with house needs and ensure family voice included in programming.

This is a full-time, non-exempt position with a hiring salary range of \$18.72 to \$22.47 per hour. This position takes place in a residential program with varied hours including days, evenings, holidays and weekends and has the option to work 30-50% remote. **This position can work 8 or 10 hours shifts Wednesday-Sunday.** Benefits information can be found on Family Tree's career page at <https://www.thefamilytree.org/careers>.

Essential Duties/Responsibilities

Using a Trauma informed approach, support clients in reaching their goals by assisting them in navigating resources. Complete documentation in GOALSconnect Database and other written information regarding client issues. Provide information, referral, and advocacy to current and prospective shelter program participants. Collaborate with research team to ensure that data is accurate. Provide tours for new residents and screening possible clients. Ensure that are house needs are met by shopping and keeping track of inventory. Maintain relationship with clients that have transitioned out of GOALS for twelve months post-exit. Guide program participants in developing individual case plans for self-sufficiency, which may include assisting with benefits acquisition, educational/vocational referrals, financial empowerment, housing, behavioral/health referrals, goal setting, life skills and the establishment of a personal support network. Complete safety checks at the start of each shift and throughout the shift if higher levels of concern exist. Regular and a reliable level of attendance is required. Maintaining a healthy balance of work and self-care practices.

Other Duties

Provide extra support in milieu when needed. Support and adhere to Family Tree mission, model and core values of commitment, integrity, accountability, inclusiveness, collaboration and advocacy. Orient new clients to shelter and explain house guidelines. Complete intakes with new clients and exit paperwork with outgoing clients. Adhere to all Family Tree, Inc. established policies and procedures, including those regarding timely reporting of suspected child abuse or neglect and confidentiality of client information. Attend supervision regularly with Program Director to communicate needs and concerns as they arise. Serve as a liaison for community agencies (i.e., schools, mental health agencies, human services, victim advocates, Center for Policy and Research, mentors, and medical agencies, etc.) Attend and participate in weekly staff meetings by presenting cases in staff meetings and offer input to other cases, including case coordination and case plan implementation.

Knowledge, Skills and Abilities

Must be committed to and skilled at building relationships with under-resourced, at-risk families. Be both creative and flexible in service delivery of case management duties. Knowledge of metro Denver area resources preferred. Must represent Family Tree professionally in the community. Establish and maintain working relationships with various community providers and Homelessness Program team members. Have a valid Colorado driver's license, car insurance, and acceptable motor vehicle record is preferred. Demonstrate strong engagement skills to retain clients in a voluntary, residential service. Ensure a safe work environment and follow all safety procedures,



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including proper food handling and storage. Must understand Trauma Informed Care, which is culturally appropriate, and individualized and strengths based. Must understand and work with the entire household utilizing a 2-Gen or multi-generational approach.

Education or Formal Training

High school graduate or equivalent. Lived experience on the issues program participants face is preferred.

Working Environment

This position has the option for 30-50% remote work. This position works in a residential shelter with families who have experienced homelessness which requires coverage 24 hours per day, 7 days a week. Included in the work environment is going into rooms and living spaces that may be cluttered and unkempt.

Physical Activities

This position requires accessing rooms that may or may not be handicapped accessible. Talking, hearing (ordinary conversation), seeing (read paperwork, computer work.) Manual dexterity sufficient to operate a computer, calculator and telephone. Physically exert force of 10-15 lbs. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: Job descriptions are not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated.