

Job Description

Position: Self-Sufficiency Specialist

Department: Shelter Program

Reports to: Shelter Programs Director

POSITION SUMMARY

Through a professional and effective relationship with shelter clients, the Self-Sufficiency Specialist provides individualized case planning and direct support services to individuals and families experiencing homelessness to remove barriers to housing and secure long-term stability. The Specialist assists clients in setting and achieving short-term stabilization goals while coordinating access to necessary wrap-around services.

In addition to direct client services, this position provides supervisory oversight of Shelter Support Staff and shelter interns, and contributes to the operational readiness, compliance, and safety of shelter facilities.

This role serves as a key pipeline coordinator between the Nightly Shelter and Individual Shelter programming, identifying guests appropriate for longer-term placement and facilitating smooth transitions into structured shelter services when capacity allows. The Self-Sufficiency Specialist also reviews diversion assessments to ensure available beds are prioritized for individuals and families with the highest vulnerability and greatest need.

Hours: 40 hours per week, generally Monday–Friday, 8:00am–4:30pm; flexibility required.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

1. Provide compassionate and professional case management services to individuals and families experiencing homelessness.
2. Demonstrate knowledge and implementation of Coordinated Entry, Housing First principles, and Shalom Center's mission, vision, and goals.
3. Collaborate with the Shelter Management Team to support program effectiveness and client outcomes.
4. Work effectively within the local Continuum of Care and Coordinated Entry system.
5. Provide referrals and education regarding healthcare, dental care, mental health care, child development, and community resources.
6. Advocate for and assist individuals in enrolling in supportive services.
7. Coordinate client-centered care that is safe, timely, equitable, and effective.
8. Meet with clients weekly to review goals and progress.
9. Serve as a structured pathway between Nightly Shelter and Individual Shelter programming by identifying eligible guests, assessing readiness, and coordinating transitions into longer-term shelter services.
10. Review diversion assessments and vulnerability indicators to prioritize placement of individuals and families with the greatest need when shelter beds become available.

11. Ensure shelter environments are adequately stocked with necessary food, hygiene items, and cleaning supplies to support safe daily operations.

SUPERVISORY RESPONSIBILITIES

1. Provide direct supervision and oversight of Shelter Support Staff.
2. Provide oversight, mentorship, and task direction to shelter interns from local community schools and partner institutions.
3. Assign daily tasks and ensure operational coverage across shelter programs.
4. Monitor staff and intern performance, documentation compliance, and adherence to policies and procedures.
5. Review Shelter Support Staff documentation for accuracy and completeness.
6. Provide coaching, corrective guidance, and performance feedback as needed.
7. Assist with hiring, onboarding, and training of Shelter Support Staff and interns as directed.
8. Assist with staff scheduling to maintain appropriate staffing levels.
9. Ensure Shelter Support Staff follow sanitation, environmental health, safety, and supply management protocols.
10. Identify operational trends, compliance concerns, performance issues, or larger program risks and report findings to the Director of Shelter Programs in a timely manner.
11. Model professional boundaries, trauma-informed care standards, and ethical conduct.

DUTIES AND RESPONSIBILITIES

1. Maintain required documentation in individual client files and enter data into HMIS accurately and timely.
2. Ensure HMIS data quality standards are met and remain current with required HMIS trainings.
3. Identify client needs through intake and assessment processes.
4. Develop individualized, strength-based service plans focused on housing stability.
5. Provide direct case management services and coordinate necessary referrals.
6. Provide intervention, encouragement, and support to residents.
7. Meet regularly with the case management team to review client progress.
8. Monitor Nightly Shelter guest progress and assess appropriateness for Individual Shelter programming.
9. Collaborate with Shelter Support Staff and leadership to prioritize placements into Individual Shelter beds based on diversion assessments, vulnerability, readiness, and program criteria.
10. Facilitate intake coordination and required documentation for transition from Nightly Shelter to Individual Shelter services.
11. Monitor shelter inventory and coordinate restocking of food, cleaning supplies, and essential operational materials.
12. Ensure shelter environments remain safe, clean, and compliant with agency and municipal expectations.
13. Consult with the Director of Shelter Programs regarding complex client situations, staff concerns, or operational challenges.
14. Attend Homeless Awareness and Prevention Partnership (HAPP), Coordinated Entry meetings, and participate in the Point-in-Time Count.
15. Participate in agency meetings, trainings, and community events as required.
16. Perform other duties as necessary to support shelter program success.

PREFERRED QUALIFICATIONS

1. Bilingual
2. Experience applying Motivational Interviewing, Harm Reduction, and Trauma-Informed approaches
3. Crisis intervention and de-escalation experience
4. Background in AODA and/or Trauma-Informed Care
5. Experience working with individuals experiencing homelessness

REQUIRED QUALIFICATIONS

1. Associate degree preferred in Social Work or related field
2. Must be 21 or older
3. 1–2 years' experience in professional human or social services
4. Experience in case management or community referral systems
5. Excellent written and verbal communication skills
6. Strong computer proficiency (Microsoft Office required)
7. Ability to work with a culturally diverse staff and client base
8. Must pass background check and drug test
9. Valid driver's license (insurable)

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