



Dakota Woodlands Job Posting Client Support Specialist

Job Title: Client Support Specialist
Hours: Weekends and On-call
Pay Rate: \$20.00/hour

Organizational description

Dakota Woodlands is a nonprofit human services organization located in Eagan, MN that provides shelter and supportive services to families experiencing homelessness in Dakota County. Dakota Woodlands offers a safe and friendly environment for families to transition from being homeless to finding sustainable and independent housing. Families staying at Dakota Woodlands receive nutritious meals, private bedrooms, personal care products, seasonal clothing, and an opportunity to learn life-building skills through an educational curriculum which helps them be successful on their own.

Dakota Woodlands is committed to diversity and to equal opportunity employment. Dakota Woodlands does not discriminate on the basis of race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender identity and expression, age, height, weight, physical or mental ability (including HIV status), veteran status, military obligations, or marital status. This policy applies to hiring, internal promotions, training, opportunities for advancement, and terminations and applies to all Dakota Woodlands' employees, volunteers, clients, and contractors.

Position Overview

Dakota Woodlands seeks an experienced, knowledgeable, and compassionate individual to work with families staying in shelter as a Client Support Specialist. The ideal candidate will have a broad understanding of the challenges facing homeless families. They will be sensitive, caring, flexible, open-minded and mission-driven. The Client Support Specialist acts as one of the primary staff persons attending to adult and child residents of the shelter.

Areas of Responsibility:

- Assists residents with individual and group needs, providing support and general direction.
- Responds to concerns in a timely way to assure individual and group safety.
- Prepares accurate and timely records, notes, statistics, incident and protection reports through observable data and facts, individual assessment of situations, forwarding pertinent information from each work shift.
- Facilitates meetings regarding resident needs and issues to foster good communication among residents and staff.
- Collaborates with volunteers and other staff to provide services to residents.
- Provides general receptionist duties including, but not limited to: answering telephone appropriately, providing assistance, transferring calls appropriately and recording complete and helpful messages. Handles resident calls according to procedures and considering security issues.
- Greets guests and accepts donations of in-kind items that the shelter needs. Receives, records and sorts donations and other organizational tasks pertinent to shift.

- Enforces facility policies and procedures.
- Conducts regular rounds throughout the building. Inspects common areas to ensure cleanliness, and the elimination of any safety hazards.
- Carries out emergency procedures and informs appropriate persons of any problems related to fire, health, building, and safety codes and standards.
- Maintains a neat and orderly work area.
- Serves as a team member and performs tasks both apparent and delegated.
- Other duties as assigned.

Qualifications:

- Experience working with families in a residential or shelter setting, preferably with similar population.
- Ability to work with multiple concerns at one time; to assess a crisis situation and respond appropriately.
- Experience working with people of diverse economic, religious, cultural, gender backgrounds.
- Ability to work individually and as a team member is desired.
- Bachelor's degree in social services or related field preferred.

To Apply: Email cover letter and resume to scott@dakotawoodlands.org. Applications will be reviewed as received and opportunity will be closed when a qualified candidate accepts the position.