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<th><strong>Job Title</strong></th>
<th>ENGAGEMENT LIAISON- BILINGUAL</th>
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<td><strong>Employer/ Agency</strong></td>
<td>THE LANDING</td>
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<td><strong>Job Description</strong></td>
<td><strong>Position Summary:</strong> Reporting to the Drop-In Center Manager, Engagement Liaison will build working relationships, solve problems and empower clients as they access drop-in center. The Engagement Liaison will be responsible for facilitating the intake process and navigating services provided at the drop-in center and providing community based referrals. Engagement Liaison reduce barriers that keep clients from getting timely services by directing them to sources of emotional, financial, administrative or cultural support.</td>
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| **Responsibilities:** | • Determines clients’ needs by completing an intake interview and assessment, in addition to safety planning and relapse prevention planning  
• Addresses client needs by providing referrals and service coordination during drop-in visits  
• Logging intake information into agency’s database  
• Assists in the coordination of special projects and donation monitoring  
• Assists with the coordination of program development, service delivery, crisis case management and client engagement efforts for phase one clients  
• Communicates client needs regularly and in a timely manner with drop-in center staff  
• Assists with data collection, monitoring and reporting of client services provided at The Landing  
• Participate in after hour on call rotation, including evenings, weekend and holidays is mandatory  
• Answer after hour calls and address client needs by providing crisis response in person and OTP to survivors.  
• Provide trauma informed crisis intervention when responding in person to after hours calls  
• Provides transportation to clients’ appointments when need-be  
• Helps clients and visitors navigate the drop-in center by giving tours and going over procedures  
• Works with other staff to develop and strengthen ongoing social services and protocols  
• Frequently communicates with staff to maintain updated communication with clients about events, programs and activities  
• Promotes a positive social climate that fosters client engagement  
• Assists with special projects/tasks as assigned by Drop In Center Manager and Director of Strategic Programs as needed  
• Participates in weekly staff meeting |
| **Qualifications** | **Skills:**  
• Excellent written and verbal communication  
• Self-motivated and proactive  
• Ability to be teachable and open to taking constructive criticism |
- Ability to work collaboratively with other service providers
- Ability to advocate on behalf of clients
- Maintains appropriate boundaries
- Possesses organizational and planning skills
- Creative thinking and problem-solving skills
- Time management to complete paperwork and necessary tasks
- Must have compassion for people in difficult circumstances or transitions
- Must relate well to clients in a caring non-judgmental manner
- Able to work with diverse and challenging populations
- Strong adaptability and flexibility

**Requirements:**
- Fluent in Spanish language (all forms of communication- speaking, reading, conversational writing)
- Bachelor’s Degree in a human services related field
- Proficiency in using MS Word, Excel, PowerPoint, Outlook, etc.
- Flexibility in attending evening/weekend events as needed

**Salary/Hours**
- Full-time

**Employer/Agency**
- THE LANDING

**Address**
- 9894 BISSONNET ST

**City, State, Zip**
- HOUSTON, TX 77036

**Contact Person**
- Brooke Buckmaster

**Contact Title**
- OPERATIONS MANAGER

**Telephone Number**
- 281-640-0182

**Email Address**
- CAREEERS@THELANDING.ORG

**Application Method**
- EMAIL RESUME TO CAREEERS@THELANDING.ORG

**Opening Date**
- Immediate

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