

Job Title	ENGAGEMENT LIAISON- BILINGUAL
Employer/ Agency	THE LANDING
Job Description	<p>Position Summary: 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.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • 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	<p>Skills:</p> <ul style="list-style-type: none"> • Excellent written and verbal communication • Self-motivated and proactive • Ability to be teachable and open to taking constructive criticism

	<ul style="list-style-type: none"> • 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 <p><u>Requirements:</u></p> <ul style="list-style-type: none"> • 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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