



POSITION TITLE: Engagement Specialist

REPORTS TO: Program Manager

FLSA STATUS: Non-Exempt

JOB TYPE: Full Time -In Person; Schedule varies based on departmental needs, including weekends, evenings, and holidays as required.

SALARY: \$20.00 - \$24.00 per hour

POSITION SUMMARY: Engagement Specialists provide high-quality, client-centered services across the campus while ensuring a safe, clean, and supportive environment. This position plays a key role in building relationships with clients, engaging them in supportive conversations, and connecting them to essential resources and case management services. Duties include assisting in meal distribution, maintaining cleanliness in shared spaces, coordinating shower and clothing center services, and monitoring and assisting clients within shelter facilities. Engagement Specialists are ambassadors of compassion and stability, helping clients navigate available resources and move toward self-sufficiency.

Why St. Mary's Community Services?

- Mission-Driven Leadership – Be at the heart of an organization dedicated to serving the most vulnerable.
- Strategic Influence – Shape policies and initiatives that uplift lives and drive systemic change.
- Collaborative Environment – Work alongside a passionate team, community partners, and dedicated stakeholders.
- Sustainable Impact – Lead an organization committed to long-term solutions for housing, healthcare, and social support.



Essential Duties & Responsibilities

- Facilitate enrollment of uninsured clients into appropriate health benefits, promote available health services and programs, and actively engage clients in managing their own care in a capacity aligned with community health worker functions.
- Utilize a trauma-informed and strengths-based approach to engage clients, ensuring interactions promote safety, trust, and empowerment.
- Proactively remind and encourage clients to attend scheduled case management appointments, support groups, and skill-building workshops, fostering consistent participation and connection to supportive services.
- Engage with clients daily to build rapport, identify needs, and assist them in accessing available services, employment opportunities & trainings to support their transition toward housing stability and self-sufficiency. Educate clients on the range of resources and programs offered by the organization, including shelter, food, clothing, and case management.
- Connect clients with case management and other internal or external resources to support their progress toward housing stability and self-sufficiency.
- Provide support and assistance to clients in shelter and program facilities in a professional and compassionate manner.
- Monitor client activities to ensure safety, security, and compliance with program guidelines.
- Conduct regular facility rounds (at least every 30 minutes) to maintain safety and cleanliness and ensure clients follow house rules.
- Complete daily shift logs, communication logs, and other required documentation accurately and in a timely manner.
- Conduct safety and security checks during client admission and as needed throughout the shift.
- Assist in the coordination of daily operations, including meal distribution, laundry, showers, and clothing center activities.
- Maintain facility cleanliness, including common areas, linens, and surrounding outdoor spaces.
- Make referrals to alternative shelters or community resources when program beds are unavailable.
- Accurately record client information and service interactions in databases and systems.
- Attend and actively participate in team meetings, staff training, and other required sessions.
- Complete all mandatory training (in-person and online) within required timelines.
- Check and respond to work emails daily to stay informed of organizational updates and client needs.
- Report all incidents as they occur to ensure consistent and accurate documentation in accordance with agency procedures.
- Foster an inclusive and respectful environment that upholds the organization's values of dignity, compassion, and empowerment.
- Perform other duties as assigned.



Physical & Mental Requirements

Mobility: Occasional walking, sitting, standing, pushing, pulling, bending, squatting, and climbing.

Lifting: Frequent lifting of up to 25 lbs.; occasional lifting of 5–50 lbs.

Visual: Frequent reading, close-up work, and use of overall vision; occasional depth perception and peripheral vision.

Hearing/Talking: Frequent communication in person, by phone, and by radio.

Emotional/Psychological: Frequent decision-making, concentration, and client interaction; occasional public speaking; potential exposure to trauma-related situations.

Environmental: Work in lodges, with occasional office work and varied weather exposure.

What You Bring:

- High school diploma or equivalent required.
- At least one year of direct customer service experience or experience working in homeless services, social services, or a related field. Individuals with lived experience of homelessness are encouraged to apply.
- Demonstrated experience working with individuals with diverse needs and backgrounds.
- Strong interpersonal and communication skills; ability to engage and motivate clients respectfully and professionally.
- Knowledge of safety, de-escalation, and emergency response procedures.
- Familiarity with data collection, documentation, and reporting.
- Excellent organizational and time management skills.
- Ability to think critically, solve problems, and maintain composure in high-stress or emotionally charged situations.
- Strong teamwork and collaboration skills.



Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- Vision Insurance
- Paid time off

SMCS is an Equal Opportunity Employer. We are committed to creating a diverse and inclusive workplace that values and respects all individuals. Employment decisions are based on merit, qualifications, and business needs, without regard to race, color, religion, creed, national origin, ancestry, age, disability, medical condition, genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender, gender identity, gender expression, sexual orientation, military or veteran status, or any other status protected by applicable federal, state, or local laws.

Acknowledgment

I, _____, acknowledge that I have read the position description above, understand the requirements, essential functions, and duties of the position, and agree to perform them to the best of my ability.

Employee: _____ Date _____