

Client Engagement Specialist

Can you identify the difference between a Crisis, an Issue, and an Emergency? If so, this might be an excellent position for you!

Fort Bend Women's Center has over 40 years of providing healing and hope to survivors of Domestic Violence and Sexual Assault in the Greater Houston Area. As United Way- Funded Partners, we aim to guide survivors as they heal from abuse. We equip them with the emotional, psychological, and practical skills and resources to create a hopeful, safe, independent life free of abuse. Our services are free of charge and open to ALL survivors of domestic abuse and sexual assault – regardless of gender, race, age, religion, sexual orientation, or identity – because we believe EVERY survivor deserves the chance to thrive. Therefore, FBWC provides outstanding and innovative programming that is brain health based. We operate services within a positive reinforcement framework that increases hope and social connectivity to reduce the negative impact of trauma, often from lifelong abuse. Our mobile services, client services, and programs aim to foster client self-determination and accountability. We are data-driven and use evidence-based traditional and innovative services.

Adjusting to life in a shelter can be challenging. Our Client Engagement Specialists help smooth this transition by utilizing a client-centered approach to help clients and their families adapt to daily life as residents in a rules-reduction environment. By applying our Core Values (**S**pirit, **P**assion, **I**ntegrity, **R**espect, **I**nnovation, and **T**eamwork), the CES confidently displays original thinking and creativity to meet challenges in real time with resourcefulness, tenacity, and thoroughness with the ability to solve practical problems while dealing with various heightened situations. Leading with compassion toward our clients being served while maintaining appropriate and professional boundaries, the Client Engagement Specialist is a self-starter with critical thinking skills who exhibits sound accuracy and can articulate verbally and in writing the reasoning behind their decisions. This allows the CES to feel comfortable working within program and policy guidelines without supervision after successful training.

An enthusiastic personality with vigilance and emotional maturity is a MUST because we assist those struggling for self-sufficiency, and the shelter should not be a toxic environment. Hence, residents are always in crisis mode, and crisis lives where the CES works. The Client Engagement Specialist's responsibility is to create a safe space for the residents by acting as the "ear" of the shelter. This is done by being visibly available to roll up their sleeves and engage residents in solving day-to-day issues. Without being easily frazzled, the CES can calm situations so that assessments and case planning may occur. This team member is a deadline and solutions-oriented professional with the ability to handle multiple competing priorities and a wide variety of responsibilities from mundane, simple tasks to big projects, never saying, "It's not my job."

The Client Engagement Specialist also establishes and maintains collaborative and trusting relations with residents respectfully and nonjudgmentally by employing a victim-centered and trauma-informed perspective. The CES applies strategies for addressing conflict and moderating one's verbal and nonverbal reactions as needed to the resident's communication style to gather specific information and relevant facts for safety planning and efficient service delivery. In addition to applying active listening, the Client Engagement Specialist can develop a rapport for good communication by being approachable, demonstrating ongoing efforts to improve practical communication skills, and displaying cultural competency.

DEPENDABLE – The CES consistently follows instructions, responds to management direction, takes responsibility for own actions, keeps commitments, commits to prolonged or non-traditional hours of work when necessary to reach goals, completes tasks on time, or notifies the appropriate person with an alternate plan. Being a Client Engagement Specialist is a rewarding career choice that requires a great deal of optimism. We look forward to the right person joining our team!

Client Engagement Specialist Skills

- Respect client confidentiality.
- Understand that this is High-Risk work.
- Have a self-care routine in place to prevent vicarious trauma.
- Focus on victim/ survivor empowerment.
- Support victim self-determination and informed decision-making.
- Have basic computer skills in Microsoft Office, emphasizing Outlook and Excel.
- Be flexible.
- Respond with courtesy.
- Project a caring attitude.
- Prioritize and plans work activities.
- Uses time efficiently.
- Plans for additional resource needs.
- Set goals and objectives.
- Develops realistic action plans.
- Generates suggestions for improving work.
- Develops innovative approaches and ideas.
- Confidence in advocating for yourself with Management.
- Ability to pivot quickly.
- Understand the signs of burnout.
- Possess a high index of being trainable, teachable, and coachable.
- Lean into peer support.
- Create de-escalation plans to apply Rules Reduction philosophy.

Daily Tasks for the Client Engagement Specialist

- Oversee a caseload of 10-12 clients while collaborating with an interdisciplinary client services team consisting of a case manager and other staff providing ancillary services.
- Supervise daily resident community chore list.
- Increase client engagement and rapport.
- Initiate one-on-one weekly shelter resident meetings.
- Facilitate psychoeducational groups.
- Conduct House Meetings.
- Mediate shelter resident disagreements and or grievances.
- Uphold shelter resident accountability process.
- Conduct process conversations with shelter residents.
- Daily update the Shelter Board and maintain required documentation.
- Record hourly entries about shelter activities and post them to Shelter Board.

- As needed, provide crisis intervention and support to incoming hotline callers and live chat messages.
- Provide services information and referrals to residents.
- Oversee the upkeep of the shelter.
- Work with co-workers to keep the linen room organized.
- Ensure Shelter cleanliness.
- Perform daily rounds and room checks.

Additional Client Engagement Responsibilities

- Assist the Agency Speakers' Bureau with community outreach presentations.
- Conduct Shelter tours.
- Provide incoming clients with eligibility screening, support, crisis intervention, information, and additional service coordination (such as transportation, childcare, and dispatching HART volunteers).
- Oversee and participate in the intake process, ensuring that documentation is completed correctly and appropriate procedures are followed promptly.
- Enroll in Agency's Speakers' Bureau to present during community outreach and fundraising events.
- Put up flyers for upcoming events and essential information.
- Be knowledgeable of program policies and procedures.
- Respond to all email correspondence in a timely fashion.
- Ensure that staff, clients, and volunteers always adhere to shelter policies, procedures, and schedules.
- Maintain strict confidentiality of the shelter and clients served.
- Participate in the HART (Hospital Accompaniment Response Team) program on-call rotation for an entire week, 3-4 times per year.
- Coordinate services for residents, such as transportation and dispatching HART.
- Monitor shelter security systems both in real-time and recorded.
- Relay information for tours, events, etc., to the appropriate staff member to ensure proper staffing, supplies, etc.
- Train volunteers to work on the hotline.
- Attend weekly, monthly, and quarterly staff meetings when you are on or off duty.
- Supervise/coordinate volunteers and projects as needed.
- Assist with supervision of donation distribution.
- Cross-trained to answer 24-hour Crisis Hotline, calls for donations and administrative inquiries, and live chat messages.
 - Must be able to handle up to four incoming calls at once.
 - Provide incoming shelter client eligibility screening.
 - Answer calls from family violence survivors (who have had an incidence of family violence within the year).
 - Coordinate the emergency transportation of the survivor from the police department.
 - Take messages and ensure they are relayed to the appropriate staff member.
 - Identify and document the following during a call:

- What is their situation?
- Are they currently in a safe place?
- Do they have transportation?
- Can they get their ID, Social Security cards, and other important documents?

Qualifications and Education Requirements for Client Engagement Specialist

- Ability to work Monday -Friday, 12p -8p
- Bachelor's degree in Education/Human Resources/Public Relations or related field or equivalent experience.
- 2-5 years of related experience in an administrative or customer service capacity preferred.
- Bilingual (Spanish/English) preferred.
- Proven ability to work with people from all socioeconomic backgrounds and possess fundamental crisis intervention and assessment skills.
- Be able to lift 50 lbs.
- Must have a valid Texas Driver's License with mandatory auto liability coverage.
- Pass a criminal background check and drug screening.
- Travel required in Greater Houston and Fort Bend County areas.
- Proficient in working on computers for successful note-taking, documentation, data entry, scheduling, directory, and complex data management systems.
- View video [Your body language may shape who you are | Amy Cuddy - YouTube](#)
- View video [Understanding Apathy Through Cognitive Dissonance | Hattie Seten | TEDxBrookings - YouTube](#)
- View video [The power of positive re-inforcement | Wendy Smith | TEDxPlymouthUniversity - YouTube](#)
- View video [The Power of Positive Thinking | Helen Peterson | TEDxDhahranHighSchool - YouTube](#)
- View video [The Suicide Crisis Line: An Education in Listening | Dylan Gunaratne | TEDxCalStateLA - Bing video](#)