



The mission of Evergreen Christian Outreach (EChO) is to assist people in our community with their basic and urgent needs and to help them realize their potential on a path to self-sufficiency. EChO's services are designed to assist community members who are facing personal or economic adversity by providing a range of wrap-around services tailored to the specific needs of individuals and families. EChO's programs include the Food Pantry, Client Services, Job Center, Evergreen Shelter Program(ESP) and the EChO Resale Shop. EChO serves a diverse population primarily consisting of residents of the unincorporated mountain areas of Jefferson and Clear Creek counties.

We are currently seeking a **Shelter Client Facilitator**. The **Shelter Client Facilitator** is a member of the EChO Client Services team and works with Client Advocates and clients. The Client Services department provides short-term crisis intervention, service navigation, intensive case-management, homelessness prevention, and housing navigation. This position reports to the **EChO ESP (Evergreen Shelter Program) Coordinator** and has significant interaction with EChO Client Services Manager.

Shelter Client Facilitator Essential Duties/Responsibilities:

- Work directly with homeless and at-risk clients to obtain releases, determine eligibility for, and register for, Hotel Vouchers and ESP site-based attendance, and refer elsewhere when appropriate.
- Work with Client Services team to address client goals and housing plans
- Coordinate Emergency Hotel Voucher process and funds requests and disbursements
- Weekly visits to hotels to knock on Voucher Guests' doors and conduct visual welfare checks
- Weekly check-in with hotel management to check on process and availability
- Weekly check-ins with ESP Site-based Shelter Guests
- Weekly check-in with Client Advocates and others to collect ESG-CV Grant billable time logs, and other billable expenses
- Collect required documentation from all grant recipients
- Collaborate with community and other agencies
- Requires occasional early morning (7 AM), early evening (7 PM), or weekend work to meet with Clients, as needed to complete paperwork, resolve issues in a timely manner.
- Availability for EMERGENCY Evening and Weekend Phone Call Coverage Rotation 25%

Job Qualifications:

- Bachelors degree in social services or similar preferred
- 2 years experience in human services preferred
- Empathetic, supportive and dedicated to helping others
- Strong conflict resolution skills
- Strong verbal communication skills

- Strong interpersonal skills; ability to develop and maintain positive and professional relationships with colleagues, volunteers, clients, community leaders, policy makers and others
- Able to maintain strict client confidentiality

This is a temporary grant funded position for \$18 per Hour for 20 hours per week.