After Hours Liaison

**Hours**: 37.5: Weekday overnight 10 PM to 6AM

The After Hours Liaison will be the first service connection for families and individuals who will be calling due an emergent housing need. The AHL will be conducting phone assessments for hotel/motel services, coordinating client’s needs and scheduling an appointment for front line staff to meet with the family the following day. Additionally, the AHL will assist the team with data entry and resource coordination.

**Responsibilities and Duties:**
The After Hours Liaison will:

1. Process status email upon shift start and respond to any remaining emergent client needs
2. Sends status email at the close of every shift
3. Respond to incoming calls with 1 hour of the call coming in and gather all pertinent information surrounding individual/family’s immediate needs and any safety concerns related to living in a motel.
4. Calmly and diplomatically process difficult and demanding calls from potential and/or current program participants and use independent, sound judgment to determine how calls are to be processed.
5. Build Collaborative rapport with IRES
6. Coordinate hotel stay and transportation when appropriate.
7. Complete a 7 day needs assessment for all households placed in housing during the shift and sends the assessments with the status at the close of the shift.
8. Data entry of such information into the agency database and Excel spreadsheet for reporting purposes.
9. Collaboration and coordination with CYF Intake and cross system involvement.
10. Link individuals/families with crisis housing when appropriate as well as refer to the Allegheny Link for all homeless programs.
11. Assist the team by completing requested research of resources.
12. Attend meetings/trainings to enhance skills and working knowledge to better serve Housing Assistance consumers.
13. Analyze and adjust services to ensure they are responsive, effective and driven by excellent customer service.

**Minimum Qualifications:**

- BA in social sciences/related field or combination of work and life experiences that provide the skills below.
- Excellent communication and interpersonal skills.
- Strong organizational, phone and computer skills.
- A working knowledge of the social service system through life or job related experience.
- A willingness to work collaboratively in a team setting.
- Strong ability to navigate the World Wide Web to familiarize and access various resources.
- Ability to work and travel independently.
- Ability and willingness to work atypical hours in atypical settings.
- Ability to ambulate one mile and lift up to 25 pounds.

*Qualified candidates submit resume and cover letter to: akainaroi@chscorp.org FAX: 412-621-6519*