



Central Iowa Shelter & Services Employment Opportunity

Position Title: Critical Time Intervention Worker

Classification: Full-Time, Non-exempt, pay based on experience. Some weekends, some on-call required. Local travel required.

Office Location: 1420 Mulberry Street, Des Moines, IA 50309

Reports to: Manager of Client Services and CEO

Position is open until filled. Interested candidates should send cover letter, resume, and salary requirements to: jzeleke@centraliowashelter.org

Organization Overview: Since 1992 Central Iowa Shelter & Services' mission is to provide low-barrier shelter, meals and support services at no cost to adults experiencing homelessness and to facilitate their move toward self-sufficiency. Approximately 2,000 women and men experiencing homelessness have received emergency shelter and supportive services to help them move beyond homelessness each year.

In September 2012, CISS opened its new facility. The facility grew from being 8,000 square feet and 96 beds to 207 beds and 42,000 square feet. It is equipped to provide expanded emergency shelter (150 beds); expanded transitional housing for Veterans (19 rooms); and 38 Project Based Section 8 Voucher efficiency apartments. Along with expanded housing capacity, CISS also provides an on-site health clinic, food pantry, clothing closet, classrooms, and a 30-foot growing dome.

All guests and residents are provided evening and breakfast meals; access to shower and laundry facilities, a weekly medical clinic, and group counseling; as well as individualized case management, life skills instruction, and referrals to other community services/benefits. Programming continues to evolve to meet emerging homeless and community needs.

Position Overview: The Critical Time Intervention (CTI) worker is a member of the Support Services Team with the objective to support the mission of Central Iowa Shelter & Services and clients served by being responsible for helping clients to transition into community living. CTI is a structured program that provides supports to people who are homeless during and after a transition to community living from a shelter, hospital, or other institutional setting. The CTI worker must be comfortable working in the community and committed to following a focused model of care.

The program will connect people to affordable housing units and support them in daily community living. During this transition, CTI workers link people to mental health, physical health, and substance abuse services; collaborate with community partners; and help people to develop natural support systems. CTI workers help to develop and monitor these supports with the goal of maintaining housing.

The CTI worker assists clients with self-sufficiency and financial independence through the following comprehensive services: individualized assessment of strengths and barriers, connection to long term community supports; development in the clients' communities; team consultation and collaboration with other

CTI workers; and affordable housing placement. This position requires a clear communicator (both verbal and written), organized with effective time management skills, demonstrating a willingness to learn and adapt, with the highest standards of behavior, collaborative manner and work ethic. The schedule for this position requires day hours and may include evening hours to accommodate the schedule of clients served. CTI workers mediate and advocate on behalf of clients to help them obtain and maintain housing, health care, benefits, entitlements, and transportation. They are responsible for monitoring, tracking, and recording service delivery.

Duties/Responsibilities:

- Promotes all onsite self-sufficiency programs with all new clients. Explains nature of programs, procedures and services. Helps clients to develop a housing plan and assists to establish long-term economic improvements necessary for greater independence and additional housing choices.
- Works directly with clients in identifying barriers to self-sufficiency and developing goals and objectives for overcoming these barriers. Identifies strengths and needs and makes referrals to available community resources to meet those needs. Client files will track individual needs, assessments, strategies and progress.
- Develops a case plan with clients and facilitates weekly/monthly/as needed meetings to provide clients with an opportunity to review program requirements, discuss concerns and/or ideas and provide updates on new activities. Meets clients in the community on a regular basis.
- Tracks and enters relevant data on a timely basis and maintains complete and organized client files. This includes entry into ServicePoint and/or other electronic data tracking programs as well as case notes within client files.
- Coordinates with CISS staff, onsite partners and any other service provider working to meet the needs of clients served.
- Maintains records of pertinent program related information and compiles required data in reports. Prepares and submits reports following established timelines and procedures.
- Provides crisis intervention when needed both at CISS as well as in the community.
- Responds to inquiries, phone calls, and e-mail in a timely and responsive manner.
- Attends provider meetings in the community as well as onsite team meetings and case consultations.
- Helps clients in applying for social security/disability benefits and other entitlements.
- Mediates complaints or conflicts involving landlord/tenants and make recommendations for resolutions.
- Assists clients with housing applications and local public housing authority and low-income housing assistance/recertification processes.
- Collaborates with counselors, physicians, nurses, therapists, psychiatrists, and substance abuse counselors to coordinate treatment, drawing on patient needs and social work experience.
- Counsels clients to assist in dealing with substance abuse, mental or physical illness, poverty, unemployment, or physical abuse.
- Assists clients in adhering to treatment plans, such as setting up appointments, arranging for transportation to appointments, or providing support.
- Other duties as assigned.

Qualifications, Experience and Abilities:

- As a prerequisite, the successful candidate must believe in the core values of Central Iowa Shelter & Services and be driven by the mission of the organization.
- BSW or bachelor's degree (or higher) in human services or 4 or more years of experience may be substituted for a degree with at least 1 year of experience working with people experiencing homelessness and mental illness/substance abuse.
- Ability to establish and maintain professional boundaries and execute confidential information.
- Knowledge of community resources in the Des Moines metro area, especially community resources related to housing and employment. Connections to business owners, realtors, landlords, and other service providers to better assist clients in accessing resources, employment, supportive services, and housing opportunities.
- Experience working with clients with multiple barriers to employment/housing.
- Ability to manage multiple projects with demanding and competing deadlines, superior organizational skills and the ability to maintain a quality work place in a diverse, fast paced, stressful and changing environment.
- Ability to work independently as well as within a team setting. Able to work with minimum day to day supervision.
- Demonstrates professional development by participating in and seeking out higher-level, innovative training opportunities.
- Demonstrates a positive attitude, self-motivation, organization, and resourcefulness while maintaining a reputation through proven action of being team and client oriented and willing to assist where/when needed.
- Ability to negotiate different personalities and work under competing priorities.
- Ability to assess emergency situations and respond effectively.
- Excellent written and verbal skills in the English language. Bilingual English-Spanish preferred.
- Demonstrated proficiency in using Microsoft Outlook, Word, Excel and other applications as well as experience using and entering data into HMIS or other client databases. Must have the ability to obtain a ServicePoint license.
- Must be prompt and dependable.
- Must possess valid Iowa Driver's license.

Preferred skills:

- ServicePoint license
- SOAR Certification
- Chauffer license

Central Iowa Shelter & Services is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.