### HSS Medical Respite LEAD

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| **JOB TITLE** | HSS Medical Respite Lead |
| REPORTS TO (title) | HSS Medical Respite Program Manager |
| DEPARTMENT NAME | Homeless & Shelter Services (HSS) |

**1.** **PRIMARY PURPOSE** -

This position is responsible for the welfare, safety and oversight of individuals at the HSS Medical Respite Pallet shelter location provided by the HSS department. This position is responsible for engaging with clients, assessing their needs, and connecting them to appropriate housing, healthcare, employment, and social services and will work closely with community partners, service providers, and internal teams to ensure individuals receive comprehensive and timely support. This is an in-person position and telework/remote work is not available. This position could be assigned to work day shift, swing shift, graveyard shift or weekends and would be assigned to the Medical Respite Pallet Shelters located at the Lindholm site.

**2.** **ESSENTIAL DUTIES AND RESPONSIBILITIES** -

* Operate as the person in charge on the assigned shift.
* May assign tasks as directed by supervisory staff.
* Ensure the safety of program participants by monitoring activity.
* Assist clients in navigating urgent situations, de-escalating crises when necessary.
* Effectively communicate and respectfully enforce program rules and policies.
* Monitor activities and complete assigned walk-throughs each shift.
* Complete data entry using the Lane County’s Homeless Management Information System (HMIS).
* Conduct initial needs assessments to identify available services and resources.
* Provide direct referrals to housing, healthcare, employment, legal aid, and social services.
* Support program participants in accessing services to help increase their overall stability, basic needs, safety, income, health and wellness, support networks and community connections.
* Help participants gather and store the documents they need for public benefits, employment, and housing opportunities.
* Monitor and manage follow-up scheduling to support continuity of care.
* Coordinate and schedule client appointments with appropriate providers based on assessed needs, ensuring timely access to services.
* Guide clients through the process of accessing assistance, ensuring they understand their options.
* Collaborate with case management staff, front door assessors, other site staff, and SRC staff as needed.
* Work closely with partner organizations to facilitate warm handoffs and ensure continuity of care.
* Accurately document client interactions, referrals, and outcomes in the appropriate databases.
* Develop and maintain strong relationships with service providers, shelters, and outreach teams.
* Coordinate with internal staff and external agencies to streamline client access to services.
* Work with staff to address barriers that prevent individuals from accessing resources.
* Ensure client confidentiality is maintained.
* Oversee cleanup of shelter spaces.
* De-escalate any potential or actual conflicts with clients while upholding the vision and mission of the organization.
* Communicate effectively and respectfully within the context of varying beliefs, behaviors, orientations, identities, cultural backgrounds regarding clients, staff and community partners.
* Foster and maintain a healthy culture of respect, empowerment and community.
* Attend required meetings and training.

**3. OTHER DUTIES AND RESPONSIBILITIES -**

* Maintain adherence to Company policies, safety/ergonomic standards and good housekeeping practices.
* Support additional homeless services or outreach efforts as needed to ensure individuals receive holistic and accessible care.
* Perform other duties and responsibilities as required.

**4. MINIMUM QUALIFICATIONS AND EXPERIENCE** -

* Previous experience working with individuals in crisis or at risk due to stressful life circumstances. Previous experience with case management and previous leadership experience is preferred.
* Strong knowledge of community resources and services for unhoused individuals.
* Ability to stay calm in the face of crisis and knowledge of de-escalation techniques.
* Excellent communication and interpersonal skills with the ability to build trust and rapport.
* Ability to work in a fast paced, client centered environment with individuals facing trauma, mental health challenges, and substance use issues.
* Ability to work a flexible schedule and always stay awake during working hours.
* Nonjudgemental approach to a wide range of individuals and lifestyles. Willingness to work with clients in crisis in a variety of settings.
* Ability to articulate program guidelines and requirements to those with a variety of abilities and backgrounds.
* Proficiency in data entry, record keeping and service tracking.
* Knowledge of the daily realities and stressors facing unhoused people.
* Understanding of harm reduction, trauma-informed care and equity-based service delivery.
* Strong understanding of client confidentiality and professional boundaries.
* Preferred Qualifications:
  + Lived experience with homelessness or a deep understanding of the challenges faced by unhoused individuals.
  + Experience using the Homeless Management Information System (HMIS) or similar databases.
  + Bilingual a plus.
  + Knowledge of social service systems, including understanding of privacy requirements (e.g., HIPAA).

**5. PHYSICAL DEMAND -**

**A. The physical effort typically applied in this job includes:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| X | Lifting | X | Pulling | X | Reaching |
| X | Carrying | X | Pushing | X | Shoveling |
|  | Other (specify) |  |  |  | Keying/typing |

**B. Check the box that best reflects the amount of effort typically applied and the frequency of application:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Amount of** | **% of Time Effort is Applied** | | | |
| **Effort Applied** | Less than 15% | 15% to 40% | 40% to 70% | More than 70% |
| Less than 1lb. |  |  |  | X |
| Between 1 & 5 lbs. |  |  |  | X |
| Between 5 & 25 lbs. |  |  |  | X |
| Between 25 & 60 lbs. |  |  | X |  |
| More than 60 lbs. |  |  | X |  |

**C. The effort reflected in the above chart is typically applied in the following work positions:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| X | Sitting | X | Standing | X | Walking |
| X | Stooping | X | Bending |  | Confined |
|  | Other (specify) |  |  |  |  |

**6. MENTAL OR VISUAL DEMAND -**

|  |  |
| --- | --- |
|  | Occasional mental and/or visual attention; the operation performed is either close to being automatic or the duties require attention only at long intervals. |
|  | |
|  | Frequent mental and/or visual attention; the flow of work is either intermittent or the operation involves waiting for a machine or process to complete a cycle with intermittent checking or inspection involved. |
|  | |
| X | Continuous mental and/or visual attention; the work is either repetitive or diversified requiring constant alertness to monitor the production process and/or identify defects. |
|  | |
|  | Concentrated mental and/or visual attention; the work involves performing complex tasks to very close accuracy and quality specifications; or a high degree of hand and eye coordination for sustained periods. |
|  | |
|  | Intense and/or exacting mental and/or visual attention; the work involves visualizing, planning, laying out, or otherwise performing very involved and complex work. |

**7. WORKING CONDITIONS -**

**A. Identify the kinds of disagreeable elements incumbent would typically be exposed to in the work area:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| X | Dust | X | Dirt | X | Heat | X | Cold |
|  | Fumes | X | Noise |  | Vibration |  | Water |
|  | Other (specify) |  |  |  |  |  |  |

**B. Check the statement below that best describes the physical surroundings or conditions under which the job is typically performed and the extent of exposure to the disagreeable elements noted above:**

|  |  |
| --- | --- |
|  | The job is typically performed under very comfortable working conditions; any disagreeable elements are generally absent during normal performance of job. |

|  |  |
| --- | --- |
|  | Work is typically performed under reasonably good working conditions; while exposure to any or all of the above elements may occur, such exposure is generally not present to the extent of being disagreeable. |
|  | |
|  | The job is often performed under somewhat disagreeable working conditions; exposure to any or all of the above elements is likely, with at least one present to the extent of being disagreeable. |
|  | |
| X | The job is continuously performed under disagreeable working conditions; exposure to any or all of the above elements is probable, with several being present to the extent of being objectionable. |
|  | |
|  | Work is continuously performed under extremely disagreeable working conditions; exposure to many objectionable elements is both continuous and intensive. |

**8. ATTENDANCE -** Compliance with general company standards is acceptable.

**9. SAFETY -** Compliance with general company standards is acceptable.

**10. FLSA STATUS** – Hourly

**11. SIGNATURES & DATES** -

|  |  |
| --- | --- |
| *Employee Signature Date:* | *Supervisor Signature Date:* |

*I acknowledge that I have received this position description and understand that it is not a contract of employment. I am responsible for complying with all job duties, requirements and responsibilities contained herein and any subsequent revisions.*