



Homeless Services Specialist

Are *YOU* ready to make a real difference in our community? The **Homeless Services Specialist** provides direct assistance to homeless individuals and families, with a particular focus on those experiencing homelessness due to domestic violence. The Specialist will assist the Rapid Rehousing (RRH) Case Manager in supporting clients throughout their housing journey, including conducting assessments and helping with case management tasks. Accurate documentation and timely reporting are key responsibilities.

A Better Way provides shelter and services for victims of domestic violence and sexual assault, a Rape Crisis Center, advocacy, individual trauma-informed counseling, support groups, transitional housing, rapid rehousing, a 24-hour crisis line for persons in any crisis, education and referrals, a suicide hotline, teen dating violence and domestic violence prevention programs, and a check-in call service for elderly or disabled homebound persons.

This position is part-time and is located in Muncie, Indiana

Essential Duties and Responsibilities

- Assist clients with exploring housing options and provide referrals to community resources.
- Support the RRH Case Manager by conducting client assessments using tools such as the Family Development Matrix and CHAT.
- Assist in case management tasks, including educating clients on maintaining stable housing, providing advocacy, budgeting assistance and offering emotional support.
- Accompany clients to essential appointments and provide transportation as needed.
- Maintain accurate and up-to-date client documentation and case notes.
- Assist with preparing and submitting reports related to client progress and housing support services.

Supervisory Responsibilities: None

Work Environment & Physical Requirements

- Ability to stand or walk for up to 50% of the time.
- Ability to sit for up to 50% of the time and work on a computer for extended periods.
- Occasional travel and extended work hours may be required.
- Ability to lift up to 15 pounds.

Education & Experience Requirements

- High school diploma or equivalent required.

- Minimum of two years of experience working with homeless individuals or victims of domestic violence.
- Knowledge of housing resources, homelessness, and domestic violence issues is preferred.
- Strong communication and interpersonal skills.
- Proficiency in Microsoft Office and experience with database management.
- Strong organizational skills and ability to work independently.
- Valid driver's license.
- Flexibility for occasional evening/weekend work.

The starting wage for this position is \$18.00/hour

Candidates should submit the applications to our website <https://abetterwaymuncie.org> **OR** Email resume to contact@abwservices.org. Please include "Victim Advocate - Richmond" in the subject line.