

Shelter Community Support Provider, Springfield

Looking for a rewarding opportunity to better the lives of children and families in your community? CSO is looking for Shelter Community Support Providers (CSP) to join our team of dedicated professionals in our new Friends of the Homeless Shelter Community Support Program.

Friends of the Homeless Shelter CSPs offer an array of services delivered by community-based, mobile, paraprofessional staff, supported by a clinical supervisor, to shelter guests and recently housed individuals with needs related to housing support, mental health, substance use disorders, medical needs, or to members whose psychiatric or substance use disorder diagnoses interfere with their ability to access other essential services.

This position is designed to accommodate the needs of those accessing shelter at times and days that best meet their needs. As such, a successful applicant will need to be available to work a schedule later in the day and be flexible to weekend coverage.

When delivered to members residing in a shelter, CSP services may include a wide variety of needs to improve individuals' needs to achieve successful housing. They may include but are not limited to:

- Meeting clients regularly, creating needs assessments, engaging the client in the process, and supporting the means to achieve housing and personal care goals;
- Transportation of clients, assisting in making appointments, phone calls, and other problem solving measures;
- Assisting the member with accessing any needed medical care, including an adequate supply of medications, by helping the member to connect with the member's PCP or other healthcare provider;
- Providing immediate on-site substance use support as needed by the member and, if needed, referral to 24-hour detoxification programs;
- Providing immediate on-site behavioral health support as needed by the member, and assuring access to Emergency Services Program (ESP) crisis evaluations, support, and if needed, referrals to ongoing behavioral health care;
- For those members who test positive for COVID-19 and are required to relocate to an isolation site (e.g., Massachusetts Emergency Management Agency (MEMA)-funded isolation hotel or other designated site):
 - Working with the member to encourage them to relocate using a progressive engagement approach;
 - Ensuring a "warm hand-off" to on-site behavioral health or medical providers at the isolation site so that there is no break in care;
 - Providing on-site assistance in helping the member to secure and effectively utilize the needed technology to support medical or behavioral telehealth interventions;
 - Providing skilled intervention to ensure that the member complies with any social distancing practices in place at the site; and
 - Carrying out other activities to ensure the member stays safe and accesses and utilizes behavioral health services.

CSO provides the following:

- Professional and supportive work environment

- Unrivaled training provided on site
- Excellent benefit package
- Meaningful and supportive supervision
- Flexible schedule and team environment

Job requirements:

- Bachelor's Degree in a mental health field
- Experience or motivation to work with adults with a wide variety of needs and in a proactive manner.
- Computer proficiency to use electronic health record and other information systems.
- Spanish-speaking encouraged to apply.

Benefits

We provide our employees with competitive salaries and a generous benefits package, including full coverage health and dental insurance, paid time off (vacation, personal, sick, and holidays), a 403(b) retirement savings plan, an employee referral bonus program, regular in-house training and professional development opportunities with free CEUs, and voluntary supplemental insurances including short and long-term disability, cancer, accident and life. We also partner with a premier employee assistance program (EAP) and offer personal cell phone plan discounts.

Our Agency

Clinical & Support Options, Inc. is a behavioral health organization serving individuals and families across Western Massachusetts. From its early days as a child guidance clinic, Clinical & Support Options has expanded into a full service behavioral health agency, committed internally to excellence while we collaborate externally with community partners to participate in a comprehensive system of assistance and resources for the residents of our communities. We employ over 650 multi-disciplinary staff, helping thousands of families during the past 50 years. We have community based office locations throughout Western Massachusetts, including Springfield, Northampton, Greenfield, Orange, Athol, Gardner and Pittsfield.

Our core competencies lend themselves to the development of a "one-stop" model of comprehensive, holistic services to individuals and families with multiple and complex issues.

Our expertise, in a nutshell, is to support people in their progress towards self-sufficiency, no matter what challenges they face on that journey.

Contact:

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