

Job Title: Community Outreach Specialist

Job Summary:

Facilitate and conduct aggressive case findings of persons who are homeless. These individuals may also need mental health or substance abuse treatment. Engage individuals who are homeless in any applicable services, assist with accessing housing and entitlements. Individuals may be engaged at the shelter directly and in non-traditional settings such as but not limited to meal sites, the street, abandoned buildings.

Core Responsibilities:

- Assess persons who are homeless to determine appropriateness for service.
 - If appropriate, develop rapport through contacting persons to be served in their environment. Provide or assist person in accessing basic necessities, such as food, clothes, blankets, shelter, and entitlement programs.
 - If not appropriate for shelter, assist the person in accessing appropriate services through referrals to community resources.
- Work closely with other social services agencies that provide services to those who are homeless, or risk homelessness, by accepting referrals from them and making referrals to them. Provide consultation/education regarding behavior management, mental health, and substance abuse issues.
- Participate in regular team meetings and coordinate with an interdisciplinary team.
- Request and/or schedule other necessary evaluations and assessments to identify strengths, needs, abilities and preferences of persons served.
- Schedule and participate with the person served in the development of an Individual Housing Plan. Write up the plan and distribute to necessary participants for approval and sign-off.
- Monitor and coordinate the delivery of services outlined in the individualized housing plan.
- Maintain relevant documentation and provide statistical reports in accordance with agency documentation standards and grant requirements.
- Responsible for being knowledgeable about the rights of persons served and procedures governing them.
- Observe all rules of confidentiality as it relates to clinical information both internally and in dealing with outside individual(s) and/or agencies.
- Participate in ongoing agency staff training/development programs and supervision.
- Assume other duties and responsibilities assigned by Homeless Outreach Manager.

Competencies:

- Strong interpersonal skills
- Customer and stakeholder focus
- Knowledge of evidence-based practices that are appropriate to work with individuals experiencing homelessness.
- Basic computer knowledge and familiarity with MS Word and Excel.
- Communication proficiency- strong writing and grammar use
- Time Management skills
- Ability to work independently
- Team-oriented approach to helping others
- Flexibility to meet changing responsibilities/duties.
- Maintain a clean driving record, all necessary insurance, and reliable transportation.

Expected Hours of Work:

Monday-Friday for a total of 40 hours a week. Limited hours for nights and weekends.

Supervisory Responsibilities:

None

Required Education:

High school diploma/G.E.D.; strong preference towards an individual with an advanced degree.

Certificates, Licenses, Registrations:

- None required – opportunities available once hired

Physical Demands:

While performing the duties of this job, the employee frequently exhibits manual dexterity when operating a vehicle or working on the computer. Frequently talks and hears when working with job contacts. The employee frequently sits for extended periods of time and occasionally stands and walks. Vision demands close, relatively detailed vision, with the ability to adjust focus when typing and reading a computer screen and documents. Employees occasionally lift items up to 10 pounds.

Employee Name:

Employee Signature:

Date: