



JOB DESCRIPTION

JOB TITLE: HOMELESS OUTREACH COORDINATOR
HOURS: FULL time-40 hours per week, Flexible to meet program goals. Will include some evenings and weekends
SUPERVISOR: HOMELESS HOUSING NAVIGATOR & RESOURCE CENTER SUPERVISOR

JOB SUMMARY:

The Homeless Outreach Specialist is part of the Crisis House Outreach Team (OT). The OT will identify and support individuals who are experiencing homelessness and encourage individuals to seek services, especially within Crisis House East County Housing Connections program. As a member of the team, the OT will use a housing first approach and trauma-informed practices to build trust-based and collaborative relationships. The OT will respond immediately to help the client overcome barriers to accessing services, advocate and connect them to crucial resources which includes transporting them to services to help them resolve their immediate crisis with the goal of helping them access housing to end their homelessness. The OT will coordinate with the Housing Navigation/Case Manager, attend community meetings, case conferencing, coordinated outreach efforts in the community, and may ride along with Law Enforcement Homeless Outreach Teams (HOT).

DUTIES AND RESPONSIBILITIES:

- Make connections with individuals experiencing homelessness, build trust and help them access the services they want so they can end their homelessness.
- Provide street and field-based outreach services that shall be conducted in areas where the homeless are known to congregate including but not limited to local libraries, streets, encampments, and Crisis House lobby.
- Act as the “eyes and ears” for the homeless community, as the liaison between the homeless community and city and county agencies.
- Ability to remain calm in crisis situations, think well on one’s feet, and promote solutions in a volatile and ever-changing street environment.
- Cultural competency, able to establish effective professional relationships with culturally and racially diverse staff and clients.
- Works effectively in a team
- Advocate and connect people to needed services such as medical, mental health, and substance abuse services
- Assist clients with applying for identification documents and other mainstream benefits
- May provide diversion and assessment services in the field
- Build rapport and utilize motivational interviewing strategies to support vulnerable people moving through the stages of change and accepting an offer of housing

- Enter information and data into the Homeless Management Information System (HMIS) and be able to utilize the Coordinated Entry System (e.g. case notes), while maintaining appropriate confidentiality of client information.
- Participates in agency events such as the annual Homeless Point in Time Count and Project Homeless Connect East County, case conferences, trainings, and community meetings.
- Self-motivated, able to take initiative on behalf of agency and clients
- All other related duties as assigned

MAJOR QUALIFICATIONS:

- One year of relevant experience working with individuals who are homeless and may have severe and persistent mental health and substance abuse issues
- Prior experience as an outreach worker or direct line staff working with the homeless
- Demonstrated knowledge of San Diego and especially East County resources for disenfranchised populations
- Working knowledge of a broad range of services needed by the population served.
- Approachable, friendly and street savvy
- Works effectively under pressure, effectively as a multi-disciplinary team and independently
- Valid California Driver’s License and able to be insured under agency’s vehicle is required. Reliable transportation a plus
- Must have flexibility to work some evening and weekend hours during scheduled client activities.
- Strong knowledge of computer proficiency and internet research to locate resources for clients out in the field
- Current TB test.
- Bilingual (English/Spanish) a plus

PHYSICAL ACTIVITIES AND WORK ENVIRONMENT

1. Operates equipment to include computer, telephone, faxes, copier, and motor vehicle.
2. Lifts and carries up to 25 lbs. regularly, occasionally up to 50 lbs. Requires computer work on a regular basis.
3. Be able able to lift, bend and be on feet for several hours.
4. Work environment may be noisy and chaotic
5. Travel throughout San Diego County is required

This job description is not meant to be a complete listing of professional duties or responsibilities. Management reserves the right to amend any job description and/or procedure herein. Management will make every effort to notify employees of said changes within a reasonable amount of time.

No implied or in fact consent is created between employee and Crisis House, by any provision of this job description. Employment is deemed “at will” by both the employee and Crisis House.

My signature below indicates that I have read and understand what is required of my position.

Employee Acknowledgment of Receipt

Date

Immediate Supervisor

Date

Crisis House is an equal opportunity employer and makes employment decisions on the basis of merit, qualifications and competence. Company policy prohibits unlawful discrimination based on gender, race, color, religion, creed, national origin, ancestry, citizenship, pregnancy, age, marital status, sexual orientation, medical condition, physical or mental disability or veteran status or any other consideration made unlawful by federal, state or local laws.

Crisis House is an Equal Opportunity Employer.

Send cover letter and resumes to: resumes@crishouse.org

Position is open until filled.