

We eliminate poverty by empowering families and engaging communities



Employee Name	Program	
	Housing	
Job Title	Job Classification Code	FTE
Homeless Outreach Coordinator	02	1.0
Originally Prepared By	Date Prepared	FLSA Status
Emma Schmit, Housing Director Kim Trautman, Human Resource Director	9/2019 Update	Non-Exempt
Reports To	Approved By	
Housing Director	Lori Schwartz, Executive Director	
Employee's Signature	Date	
Supervisor's Signature	Date	

JOB FUNCTION: The Homeless Outreach Coordinator works with homeless populations by conducting outreach to locate and build relationships with individuals who are homeless, unstably housed, or want to relocate from corrections, hospitals, or other facilities into their own home in the community. This position will assist by assessing needs, providing information, referrals, and follow-up to other agencies and services. Work includes developing relationships with community agencies, developing various outreach services, and working on homeless prevention with clients and the community.

We eliminate poverty by empowering families and engaging communities

Agency Expectations:

- 1) Embrace, advocate, and carry out the mission, vision and core values of the Agency and adhere to all Agency Policies and Procedures
- 2) Familiarize and work toward the achievement of Agency-wide strategic goals, strategies and measures
- 3) Acts as a role model within, as well as outside the Agency
- 4) Provide friendly, responsive service to the public, community organizations and to those we serve
- 5) With a respectful and positive attitude, work with low income individuals and families with diverse backgrounds
- 6) Support, develop and maintain productive relationships required to carry out job activities
- 7) Demonstrate flexible and efficient time management
- 8) Maintain the security and confidentiality of all records and interpersonal interactions
- 9) Work effectively and cooperatively with community partners and co-workers
- 10) Participate in and/or lead Agency committees

REPORTING TO THIS POSITION ARE: Designated Housing staff

ESSENTIAL FUNCTIONS:

1) Community Outreach

- a) Performs a variety of tasks that enhance the quality of life for clients, including collaboration with local agencies and individualized guidance and determination of what assistance they may need.
- b) Conduct outreach to individuals with disabilities living in Regional Treatment Centers, Hospitals, Adult Foster Care, or other similar institutional settings within OR outside of their home community and with to live in the community.
- c) Conduct outreach to individuals who have been identified by local jails and treatment facilities as likely to have disabilities who were homeless prior to entry and within one month of discharge and have no viable housing options upon exiting the facility.
- d) Conduct outreach to homeless shelters and areas known to be visited or stayed at by people experiencing homelessness.
- e) Conduct outreach to individuals identified as homeless or unstably housed during Coordinated Entry System screening as in need of additional outreach services.
- f) Cultivate strong partnerships with staff within each of the identified systems including homeless network affiliates, law enforcement, and other relevant parties.
- g) Utilizes strategies consistent with the Harm Reduction philosophy when working with homeless population; effectively manages crisis and conflict situations

We eliminate poverty by empowering families and engaging communities

- h) Completes required training and developmental activities, including motivational interviewing, assertive engagement, harm reduction, person-centered planning, cultural awareness, as well as continuous learning about issues regarding homelessness and availability of social support systems.
- i) Maintains HMIS and program data related to every day operations and programming, individual programs, and guest follow up
- j) Work closely with the other grant partners including regular check-ins and/or meetings on grant reporting, program structure, and meeting goals outlined in the grant
- k) Availability to work Agency hours for your Division and position

2) Agency and Division Support

- a) Represent Agency in the communities we serve
- b) Compile and submit required reports and data to Supervisor
- c) Assist with other program projects as requested by Supervisor
- d) Attend and participate in agency, community and state meetings important to effective Agency operations
- e) Assess needs for professional development and conduct training for intra/interagency staff as required

QUALIFICATIONS:

Minimum

- Bachelors degree in Social Work or a related field
- 3-5 years of experience working with households who are homeless
- Valid driver's license
- Ability to work independently and to work with households in crisis situations

Preferred Qualification

- Experience working with adults with mental illness
- Minnesota Social Work License
- Experience with conducting outreach
- Training in best practices including Motivational Interviewing, Assertive Engagement, Harm Reduction, Person-Centered Planning, Cultural Awareness.

We eliminate poverty by empowering families and engaging communities

AMERICANS WITH DISABILITY SPECIFICATIONS:

- **PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions
 - While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell
 - The employee must occasionally lift and/or move up to 50 pounds, but the employee should never lift more than 50 pounds if they are physically unable
 - Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus
- **WORK ENVIRONMENT:** Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions
 - The noise level in the work environment is usually moderate