

JOB DESCRIPTION: Homeless Outreach Worker

Reports To: Housing Manager
Position Status: Full Time (40 HRS)
Pay Rate: \$16-\$17/hr

POSITION SUMMARY:

Under the supervision of the Housing Manager, the Homeless Outreach Worker works with WomanHaven's Outreach Team to build relationships with homeless neighbors, provide advocacy, and assist with connecting individuals experiencing homelessness with services and housing. The Outreach Worker must have previous experience working with individuals that are experiencing homelessness.

The Outreach Worker is responsible for identifying unsheltered homeless neighbors through direct street outreach activities. Outreach activities will initially focus in Imperial County. The Outreach Worker will work a conventional work week that includes evening hours and may require weekend work. In identifying highly vulnerable neighbors experiencing homelessness, the Outreach Worker will administer assessment tools, facilitate placement into emergency and short-term residential housing, if desired by the neighbor, and connect to social services. The navigator will work collaboratively with the Housing Department team to assist with making short-term housing placements, enrolling in the housing queue for permanent housing placements, and to identify neighbors that may have been previously assessed by the coordinated entry team.

ESSENTIAL DUTIES

- Visit communities and canvasses neighborhoods
- Work collaboratively with the program Housing Manager and Empowerment Services Coordinator to conduct outreach in the community, focusing on those who are most vulnerable.
- Complete a Vulnerability Index Service Prioritization and Decision Assistance Tool (VI- SPDAT) to determine permanent housing options and to be placed in the housing queue.
- Visits with neighbors experiencing homeless and confers about obstacles preventing participation in programs and identify means of overcoming those obstacles.
- Assist neighbors experiencing homelessness with accessing resources and making referrals; continue to engage with unsheltered homeless neighbors until shelter or permanent housing is obtained.
- Assist clients with housing applications, complete supportive and

- subsidized housing paperwork, survey rental market for affordable housing, and advocate for clients with prospective landlords.
- Maintain computerized client records, daily activity logs, mileage logs, and other reports as directed.
 - May drive a van/shuttle; complete daily vehicle inspection report on van/shuttle; may clean van/shuttle; and may maintain all safety conditions in the van/shuttle.
 - Develop a relationship with neighbors through frequent outreach visits to foster trust building and supports participation in programs.
 - Encourage and support client participation in activities and events that increase ability to remain linked to care and/or behavioral health care, identify employment options or cash benefits, and identify housing options
 - Researches community resources that benefit neighbors experiencing homelessness.
 - Provide advocacy for homeless neighbors when they encounter barriers.
 - Assists with the planning and implementation of services that meets the clients' needs to become stably housed
 - Identify appropriate permanent housing options for clients, such as, subsidized housing Section 8, Shelter Plus Care, VASH, permanent supportive housing, affordable and market rate housing, and other housing opportunities.
 - Attend monthly community outreach meetings.
 - Other duties as assigned

QUALIFICATIONS:

- Bachelor's degree in social services or related field accepted with a minimum of two (2) years of case management experience or social services experience will be considered.
- Flexibility (Position will require evenings occasionally, up to twice a week, no later than 8pm)
- Thorough knowledge of reference and research methods and techniques used in collecting, compiling and organizing data.
- Demonstrated ability to explain an agency's purpose, programs, and operations.
- Knowledge of available community resources.
- Effective communication skills
- High School diploma or equivalent
- Must be able to read and write English and follow oral and written instructions
- Must pass drug & background checks.
- Bilingual in English and Spanish

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 regularly required to sit; Use hands to handle, or feel; reach with hands and arms; and talk or hear. The employee is required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to **40** pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing 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.

EQUAL EMPLOYMENT OPPORTUNITY COMMISSION:

WomanHaven is an Equal Opportunity Employer and does not discriminate on the basis of race, color, creed, national origin, ancestry, religion, age, citizenship, sex, marital or veteran status, disability or handicap, sexual orientation or any other basis prohibited by applicable law. WomanHaven also takes affirmative action to employ, and advance in employment, qualified women, minorities and covered veterans. WomanHaven also makes reasonable accommodations for qualified individuals with disabilities, in accordance with the Americans With Disabilities Act and applicable state laws.