



Crisis House Job Description

Job title: Homeless Outreach Coordinator

Job location: Santee, CA (in-person)

Department: Homeless Services

Reports to: Homeless Services Program Manager

FLSA Status: Non-exempt

Pay rate: \$24-\$28 hourly (FT)

Summary:

Outreach is professional homeless services intervention that focuses primarily on supporting individuals with accessing permanent or temporary housing by building trusting relationships and ongoing rapport. Street outreach seeks to engage individuals living unsheltered in a culturally competent and trauma-informed manner, provide links to mainstream services, and use diversion and problem-solving techniques to connect people with safe housing options whenever possible. The primary and ultimate goal of street outreach is to find affordable housing for each individual, with access to voluntary wraparound services needed to stay healthy, including employment, substance use treatment and mental health care.

Supervisory Responsibilities:

None.

Essential Duties and Responsibilities

- Structured Engagement
 - Engage with unsheltered persons and their voluntary desire to engage with the street outreach workers.
 - Street outreach staff must focus encounters with unsheltered persons on housing and accessing other resources in the community that may be of assistance in accessing and maintaining housing.
- Interface with Other Entities
 - Street outreach staff shall assist individuals on their caseload in accessing and maintaining benefits and income, including accompanying individuals to Social Security and helping them navigate available resources, including employment programs.
 - Street outreach staff shall refer and connect unsheltered individuals to harm reduction resources when the individual is interested.
 - Street outreach staff shall engage with appropriate entities with the unsheltered person to help them secure identification.



- Each day the street outreach team shall be planned, documented and strategic in identifying which individuals will be re-engaged and the intended actions for each encounter.
- Interface with Coordinated Entry
 - Street outreach staff shall ensure unsheltered persons are added to the CES By-Name List, if they are not already included on the list.
 - The street outreach staff shall complete all necessary documentation to refer an unsheltered person to Coordinated Entry
 - When an unsheltered person has been identified as a match for a vacancy through Coordinated Entry, street outreach staff shall assist in locating the individual as well as organizing and arranging transportation and connection to the housing opportunity.
 - Street outreach staff shall ensure their contractually obligated service area receives outreach in its entirety at least once every two weeks, and subject to input from their regional coordinator
- Provision of Information
 - Street outreach staff are responsible for maintaining current knowledge of available resources to unsheltered persons within their specific coverage area, and across the county more generally.
- Participation in Collaborations and Meetings
 - Street outreach staff shall make their knowledge and skill available to assist with Point-In-Time counts.
 - Street outreach staff are expected to participate in meetings, gatherings and trainings organized by the employer, regional coordinator, system coordinator, and/or funders
- Miscellaneous
 - Compiles and tracks relevant data for grant reporting.
 - Performs other related duties as assigned by immediate supervisor and other management as required.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Ability:

Ability to read and interpret documents such as professional journals, governmental regulations, and procedure manuals. Ability to write reports and correspondence. Ability to speak effectively before groups of clients or employees.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers,



common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should know Microsoft Office (e.g. Outlook, Word, Excel, Teams), Clarity, HMIS, and other related software.

Education/Experience:

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

- Bachelor’s degree in a related field or 3-4 years of relevant experience including lived experience.

Certificates and Licenses:

Valid CA driver’s license

Knowledge, Skills, and Other Abilities:

- Bilingual (English/Spanish) preferred
- Passion for Crisis House’s mission of providing services to individuals and families fleeing domestic violence or experiencing homelessness.
- Strong organizational skills and ability to smoothly manage competing priorities and respond to the needs of a dynamic organization, effective problem-solving and decision-making skills.
- Ability to work independently and follow through on assignments with accuracy and minimal direction.
- Excellent written and verbal communication skills; comfortability with speaking in groups and interfacing with individuals on the street.
- Excellent interpersonal skills and demonstrated ability to successfully work as part of a team.
- Ability to maintain confidential information of clients and partners.



Physical Demands:

- The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.
- While performing the duties of this job, the employee is regularly required to sit for long periods at a computer. The employee is required to walk, sit, use hands, and reach with hands and arms. The employee is required to climb, stand, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions. While performing the duties of this job, the employee is occasionally exposed to indoor and outdoor settings and works in close proximity to others. Employee occasionally may need to work weekends and evenings based on business needs.

Benefits:

100% paid health insurance (Dependent coverage available), Dental and vision coverage, 401k after 6 months, 401k matching, 13 paid holidays, 7 days of paid sick leave, 2 weeks of paid vacation, 2 wellness days.

To Apply: Take the first step in making a lasting impact. Apply now to become our Homeless Outreach Coordinator and lead the charge toward a brighter future for those in crisis and in need of support. Email a cover letter and resume to kelcie@crisishouse.org with "Homeless Outreach Coordinator" in the subject line.

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.



Crisis House is an equal-opportunity employer and makes employment decisions based on 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, veteran status, or any other consideration made unlawful by federal, state, or local laws.

Crisis House will consider qualified applicants with a criminal history pursuant to the California Fair Chance Act. You do not need to disclose your criminal history or participate in a background check until a conditional job offer is made to you. After making a conditional offer and running a background check, if Crisis House is concerned about a conviction that is directly related to the job, you will be given the chance to explain the circumstances surrounding the conviction, provide mitigating evidence, or challenge the accuracy of the background report. Find out more about the Fair Chance Act by visiting calcivilrights.ca.gov/fair-chance-act/.