

JOB DESCRIPTION

TITLE: Outreach Program Coordinator

LOCATION: Engagement Center

UNIT: Engagement Center

FLSA STATUS: Exempt

SUPERVISOR: Program Supervisor

JOB GRADE: 6

SUPERVISES: N/A

JOB CODE: 135

REVISION DATE: June 2, 2011

JOB SUMMARY: Facilitate coordination among partner agencies to collaborate core competencies in the outreach/engagement process. Establish and maintain links to available housing and shelter resources. Maintain data on collaborative agency activities and the needs of homeless persons living outdoors. Identify and replicate outreach and engagement best practices. Create or provide training opportunities to outreach specialists. Utilize a standardized assessment tool among participating providers. Collect and enter data in the community homeless management information system, Service Point. Establish a coordinated system of outreach services for homeless persons in the City of Columbus and Franklin County. Use geographical data to support engagement activities. Develop an emergency intervention/crisis management protocol. Develop links to follow-up care for consumer placements in housing by outreach specialists.

PRINCIPAL DUTIES & RESPONSIBILITIES:

% OF TIME

- | | |
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| 1. Coordinate planning and joint activity among City of Columbus, Franklin County, government agencies the Community Shelter Board and other stakeholders. | 40% |
| 1.1. Maintain communication among outreach providers and documentation of outreach coordination meetings. | |
| 1.2. Plan and schedule regular meetings with community service providers and members of clergy committees. | |
| 1.3. Respond to crisis calls from City, County and Community Shelter Board with emergency intervention/crisis management protocol. | |
| 1.4. Facilitate weekly case review meetings with outreach specialists. | |
| 1.5. Maintain service logs through map identification of campsites, and outreach staff response. | |
| 1.6. Facilitate discussion among the collaborative partners about the development of an internet website. | |
| 1.7. Provide access to "real time" status of outreach needs and team activities. | |
| 1.8. Provide training events for outreach specialists across providers. | |
| 1.9. Identify and replicate trainings on outreach and engagement best practices. | |
| 2. Coordinate outreach services for homeless persons. | |
| 2.1. Supervise case management services for homeless person; | |
| 2.2. Coordinate services to be rendered with community services agencies. Maintain contact with homeless persons to move along the continuum into permanent housing. | 25% |
| 2.3. Make referrals for specialize services to other community resources to stabilize homeless persons. | |
| 2.4. Ensure outreach specialists are linking homeless persons with providers of recovery services, mental health treatment and housing services. | |
| 2.5. Assist clients in obtaining deposit and first month rent, transportation, furniture, food and other materials as needed. | |
| 2.6. Assist clients with daily living skills, community education, physical health and mental well being. | |

PRINCIPAL DUTIES & RESPONSIBILITIES (continued)

- 2.7. Assist clients in accessing through the Ohio Benefit Bank.

- 2.8. Maintain a monthly calendar for camp site visits
3. Collect and enter data in the community homeless management information systems.
- 3.1. Review and approve housing applications to CSB; using the Housing/Shelter First approach. 20%
- 3.2. Refer to Critical Access Housing and Unified Supportive Housing System.
- 3.3. Ensure all encounters are documented for each contact with homeless person.
- 3.4. Enter outreach data into Columbus Service Point homeless management information system (CSP).
- 3.5. Ensure program is in compliance with monthly quality assurance and outcome measurements.
4. Schedule outreach trainings and meetings. 15%
- 4.1. Attend community meetings to improve services for homeless persons.
- 4.2. Attend bi-weekly and monthly staff meetings.
- 4.3. Attend job specific in-service trainings.
- 4.4. Attend a minimum of two (2) Cultural Diversity training per year.
5. This job description is not intended to be all inclusive and the employee will also perform other reasonably related business duties as assigned by the immediate supervisor and other management as required. -----

QUALIFICATIONS:

(Knowledge, licenses, certifications, specialized skills, etc.)

EDUCATION/EXPERIENCE

- ⇒ Masters degree preferred, bachelor's degree accepted in human service or behavioral science or equivalent and/or
- ⇒ Two (2) years experience in the field of chemical dependency and/or mental health and working with homeless population.
- ⇒ Three (3) years experience in supervision.
- ⇒ One year experience with data entry programs

LICENSES, CREDENTIALS, CERTIFICATIONS

- ⇒ LCDC II, LCDC III, LPC, LSW or CDCC I Certification with one (1) year full time experience in the field of Chemical Dependency treatment or equivalent
- ⇒ Current certification in CPR and CPI de-escalation trainings.

SKILLS, SPECIALIZED KNOWLEDGE, and ABILITIES

- ⇒ Ability to handle sensitive information and situations; maintain high level of confidentiality; must sign confidentiality agreement.
- ⇒ Ability to apply theory and knowledge of the homeless population in order to provide compassionate care.
- ⇒ Excellent professional communication skills (verbal and written).
- ⇒ Excellent organizational skills, attention to detail, flexibility, and strong ability to multi-task.
- ⇒ Ability to work without supervision and demonstrate considerable initiative.
- ⇒ Ability to utilize problem-solving to effect solutions.
- ⇒ Ability to relate to clients with a variety of educational backgrounds, personality traits and problems.
- ⇒ Ability to use a range of techniques for crisis intervention.

PRINCIPAL DUTIES & RESPONSIBILITIES (continued)

PHYSICAL & MENTAL DEMANDS

- ⇒ Able to adapt to situations involving interpretations of feeling, ideas, and facts.

- ⇒ Must be able to perform under stress.
- ⇒ Makes sound judgments based on an ability to generalize, evaluate and decide.
- ⇒ Able to interpret feelings in a non-confrontational manner.

Supervisor's Acknowledgment: _____ Date: _____

Employee's Acknowledgment: _____ Date: _____

President's Approval: _____ Date: _____

This job description does not constitute a written or implied contract of employment. This job description is not intended and should not be construed, to be an exhaustive list of all responsibilities, skills, efforts, or work conditions associated with the job. Furthermore, the employer reserves the right to revise or change job duties and responsibilities as the need arises.