

Job Description Title:	Street Outreach Specialist	Primary Supervisor(s):	Director of Street Outreach
Department/Group:	Direct Services	Secondary Supervisor(s):	Chief Programs Officer
Location:	Remote	Travel Required:	Yes
FLSA Classification:	Non-exempt	Position Status (FT, PT, etc.):	FT
General Workday/Week:	M-F, 8-4	Physical Demands:	Moderate – See Chart
Education and Experience:	Bachelor’s Degree in related field of Social Work, Sociology, or Psychology preferred		
Mission Statement:			
Our programs employ the best practices in the industry and we employ them with the highest level of excellence that we know how. We seek constant improvement; improvement requires change. Therefore, change is the normal way of life in how we serve our clients and do business.			
Values:			
At the West Virginia Coalition to End Homelessness, we believe in what we do. People matter. People don't have roofs over their heads. People don't have doors that lock. We don't think that's the way things should be, and we are doing our best to stop it. Everyone at WVCEH has a part to play in ensuring people who are experiencing homelessness are stabilized in housing quickly and permanently.			
Position Summary:			
Street Outreach Specialists work in conjunction with the wider array of homeless services to locate clients, help them navigate the process of obtaining housing, and secure all of the documents necessary to prove eligibility for those housing resources. Street Outreach Specialists determine those with the highest level of need and focus their attention and efforts on those individuals least likely to obtain housing without assistance.			
Primary Responsibilities/Essential Job Duties:			
<ul style="list-style-type: none"> • Works primarily outdoors to identify and build rapport with homeless individuals and families living on the street or in places not meant for habitation who have mental illness, or mental illness and substance abuse • Demonstrates care and develops significant trust with client while maintaining strong boundaries in client relationships • Becomes part of each community’s local housing prioritization team, or works diligently to aid in the development of prioritization for housing within the community • Assists clients in breaking the cycle of homelessness by moving them from the street to appropriate housing and accessing necessary social services resources using the Housing First philosophy • Provides individualized client support throughout the entire journey by helping each client develop a plan to address their barriers and access housing services • Assists clients in accessing mental health services, substance abuse treatment, and resources for harm reduction • Takes the lead on helping housing programs locate people living outdoors • Actively seeks out local landlords to secure housing units and negotiable rates, and processes rental assistance paperwork for payment 			

- Provides individualized client support using evidence-based case management tools throughout the entire journey by helping each client develop a plan to address their barriers, increase their income, and obtain and sustain permanent housing
- Participates in training opportunities when available, including but not limited to: Cultural Competency, Motivational Interviewing, Suicide Prevention, Trauma-Informed Care, Person-Centered Care, use of the VI-SPDAT, SPDAT, Housing First, Critical Time Intervention and Housing Procurement and Support
- Maintains a minimum caseload of 25-30 households at any given time who are actively experiencing literal homelessness, though more households may require services based on need.
- Successfully moves 75% of annual caseload to permanent or temporary housing destinations
- Complies with all applicable standards of the WVCEH Personnel Manual and WVCEH Policies and Procedures
- Other duties as assigned

PHYSICAL / ENVIRONMENTAL DEMANDS: *The table below shows how much on-the-job time is spent on the following physical activities:*

ACTIVITY:	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing				x
Walking				x
Sitting		x		
Using hands to finger, handle or feel		x		
Reaching with hands and arms				x
Climbing or balancing		x		
Stooping, kneeling, crouching, or crawling		x		
Talking or hearing				x
Detect, inspect, observe				x
Other: Please describe. Carry, lift, up to 50lbs.		x		

This position is described as **moderate physical activity** performing daily activities almost exclusively outdoors, with minimal administrative tasks. The employee may be outdoors and on foot for extended periods of time. The noise level is moderate depending on location. Travel is required.

Equipment Used: Photocopiers, Scanners, Laptop Computer, tablet, cell phone.

Materials Used: Office supplies (e.g., bond paper, correction fluid, markers, toner), personal vehicle.

Noise: Moderate noise.

REQUIRED CERTIFICATIONS/EXPERIENCE

- Successful candidate will be a highly motivated self-starter, able to prioritize tasks and manage a complex array of needs.
- Applicant should have an understanding in all areas related to homelessness, substance abuse and mental health.
- Ideally, candidates will have prior experience with people experiencing homelessness.
- Must have good problem-solving skills, communication and conflict resolution skills, and be proficient with computers.
- Prior experience using the Homeless Management Information System (HMIS) is a plus but not required.

- Applicant will need an understanding of community resources and the wherewithal to navigate complex eligibility requirements for community resources.
- Professional, mature demeanor with the ability to work independently is required.
- The successful candidate will have reliable transportation and must be willing to travel regularly throughout the designated region and to State office in Bridgeport, WV.
- Although a Bachelor's Degree is not required, it is preferred. Past experience working in an outreach or case management role will be taken into consideration.

Benefits

Benefits include health, dental, vision, PTO (4 weeks accrued over the first year), Holidays (12 per year), and 401K.

Salary

Salary will be based on qualifications and experience. There will be minimal room for salary negotiations as this is a grant-funded position.

Work Activities

- **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- **Establishing and Maintaining Interpersonal Relationships** — Developing constructive and cooperative working relationships with others, and maintaining them over time.
- **Making Decisions and Solving Problems** — Analyzing information and evaluating results to choose the best solution and solve problems.
- **Documenting/Recording Information** — Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- **Communicating with People Outside the Organization** — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

Competencies

To perform the job successfully, an individual should be competent in the work styles, knowledge, skills and abilities listed below.

- A knowledge of the homeless population systems and programs
- Ability to work independently in the field and as part of a team in various settings as necessary
- Ability to build relationships with landlords and clients
- Ability to demonstrate creative and solution-focused problem-solving skills
- Experience with Homeless Management Information System (HMIS)

Work Styles

- **Concern for Others** — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
- **Integrity** — Job requires being honest and ethical.
- **Dependability** — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- **Initiative** — Job requires a willingness to take on responsibilities and challenges.

- **Persistence** — Job requires persistence in the face of obstacles.
- **Reducing harm** — Job requires belief that individuals should be provided resources to reduce harm
- **Self-Control** — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.

Knowledge

- **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- **Psychology** — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
- **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Skills

- **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Service Orientation** — Actively looking for ways to help people.
- **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.
- **Speaking** — Talking to others to convey information effectively.
- **Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Abilities

- **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
- **Speech Clarity** — The ability to speak clearly so others can understand you.
- **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.
- **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing that there is a problem.

APPROVAL AND ACKNOWLEDGEMENT

Manager's Name

Title

Manager's Signature

Date

Employee's Name

Title

Employee's Signature

Date