



JOB ANNOUNCEMENT

Job Title: OUTREACH SPECIALIST (On-Call)

Program: San Francisco Homeless Outreach Team (SFHOT) **Reports To:** SFHOT Program Director

Status: Non-exempt **Hours:** On-call; as needed

JOB SUMMARY:

The Outreach Specialist is a member of a multidisciplinary team, including social workers, a nurse practitioner, a psychiatrist and administrators, and as such, works collaboratively to engage, house and stabilize the chronically homeless. The position is responsible for locating, evaluating, counseling, referral and transporting individuals at risk to appropriate services and refer in that system.

ESSENTIAL JOB DUTIES:

- Conduct outreach and do initial assessments of homeless individuals to provide information to facilitate follow up linkage to case management services. Outreach is conducted by vehicle, on foot, at a stationary site or possibly in groups (i.e. Project Homeless Connect).
- Respond promptly to calls of service, (including 311 calls, calls from SFFD, SFPD, the Mayors Office, merchants, community groups and citizens.) and follow up assignments.
- Confer with team members to develop engagement strategies and assignment to the appropriate team member for ongoing case management.
- Maintain daily logs of client contacts, referrals and transports. Report these statistics to the Program Director.
- Assist with Homeless Count biannually.
- Maintain good networking and mutual support relationships with other service providers and emergency services.
- Maintain good relationships with neighborhood and community groups.
- Access the web-based client database (additional training will be provided as needed).
- Adhere to established policies and procedures.
- Attend trainings and meetings as needed.
- Other duties as assigned.

QUALIFICATIONS:

- AA degree or equivalent in education and work experience.
- Valid California driver's license, ability to drive and a good driving record required.
- Previous street outreach experience and/or training.
- Ability to work both independently and cooperatively.
- Knowledge of homelessness, healthcare, substance abuse, HIV, harm reduction, co-occurring disorders, the housing first concept, cultural diversity issues and relevant resources.
- Able to work effectively with diverse individuals who self-identify by cultural, language, neighborhood, sexual identity, gender and other definitions.
- Ability to write and speak effectively
- Exhibit some computer skills.
- CPR and first aid certification within 90 days of hire.

PREFERRED QUALIFICATIONS:

- Bicultural, bilingual Spanish speaking.
- Knowledge of San Francisco community resources.
- Knowledge of San Francisco neighborhoods.
- Experience working with at-risk client populations.