

# HOMELESS OUTREACH COORDINATOR

Job Code:33302 / O\*Net Code:21-1099

SALARY GRADE: P40

NON-EXEMPT

*(The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.)*

## **Purpose:**

Engage individuals experiencing homelessness and assist them in accessing housing, substance abuse treatment and social services. Will accompany the Kingsport Police Department in street outreach. May engage individuals in poor living conditions and/or hazardous conditions.

## **Essential Functions:**

- Support individuals experiencing homelessness and living in the community through such activities as: - one on one contact with individuals on the streets and in emergency shelters; - advocating on behalf of clients and/or supporting them to advocate for themselves; - collaboration and coordination of services with appropriate community agencies;
- Provide resources and referrals to individuals experiencing homelessness and living in the community by liaising with community agencies and through interactions with the City of Kingsport Homelessness Consortium;
- Identify and conduct outreach in community-based resource centers such as Salvation Army, Local Churches, etc.;
- Ride along with the City of Kingsport Police Department to conduct team outreach;
- Regularly visit homeless service provider agencies to build relationships with agency staff and individuals experiencing homelessness;
- Develops and maintains excellent working relationships with community partners and work together to identify and improve processes that enhance services and outcomes for clients;
- Maintain electronic records, reports, and statistics necessary for program functioning and evaluation;
- Provide limited support to the organization by writing/assisting with grants, grant reports and participating in other fundraising activities;
- Work a flexible schedule to meet the needs of the program and clients and to be responsive to changing environmental conditions which may impact homeless people;
- Demonstrate knowledge of Non-Violent Crisis Intervention or other similar program to safely engage individuals who may be mentally ill, abusing substances or otherwise confused aggressive or hostile;
- Perform additional duties as assigned.

## **Qualifications:**

- An ability to be flexible and empathetic;
- Self-starter and ability to work independently with minimal supervision;
- Experience working with individuals who are homeless or those with multiple barriers to living independently and self-sufficiently;
- Proficiency with Microsoft programs, database tools preferred;
- Proficiency in computer skills, i.e., word processing, and spreadsheets.

## **Education and Experience:**

- Minimum of a bachelor's degree in Human Services, Criminal Justice, Psychology, Counseling or other related emphasis. Experience in counseling the homeless preferred.

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Physical Requirements	Amount of time			
	None	Occasionally (Up to 33% of the time)	Frequently (33%-66% of the time)	Constantly (More than 66% of the time)
Standing			X	
Walking (including rough/uneven surfaces)			X	
Sitting			X	
Fingering or manual dexterity			X	
Repetitive finger motion			X	
Lifting or exerting force		X		
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			
Reaching and stretching		X		
Climbing and balancing		X		
Squatting and bending		X		
Kneeling and crawling		X		
Speaking				X
Hearing				X
Tasting	X			
Smelling		X		
Seeing (with correction)				X
Close vision				X
Distance vision				X
Color discrimination				X
Peripheral vision				X
Depth perception				X
Focusing ability				X
Work Environment	Amount of time			
	None	Occasionally (Up to 33% of the time)	Frequently (33%-66% of the time)	Constantly (More than 66% of the time)
Outdoor weather conditions			X	
Wet or humid conditions (weather)		X		
Extreme cold (weather)		X		
Extreme heat (weather)		X		
Fumes or air-borne particles			X	
Toxic or caustic chemicals	X			
Blood-borne pathogens		X		
Risk of fire or explosion	X			
Risk of electric shock	X			
Risk of radiation	X			
Risk of drowning	X			
Prolonged exposure to vibration	X			
Loud noise level		X		

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Special/Unusual Working Conditions			X	
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