



Serving Watauga, Ashe, Avery, Wilkes, Alleghany, Mitchell and Yancey
Hospitality House of Northwest NC

CE/Outreach & Supportive Services Specialist Job Description

The Coordinated Entry/Outreach & Supportive Services Specialist assists with day-to-day case management to provide services to unsheltered homeless individuals and families, connecting them with emergency/winter shelter, housing programs, or critical needs services, and manages non-facility-based coordination of care for this vulnerable population. This position will also facilitate Coordinated Entry and Assessment (CE) for the unsheltered homeless population throughout the service area of the Northwest Continuum of Care. Unsheltered homelessness is defined as those with a primary nighttime residence that is a public or private place not designed for, or ordinarily used as a regular sleeping accommodation for human beings, including, but not limited to; a car, park, abandoned building, bus shelter, bridge underpass, or encampment. The purpose of this position is to locate, identify, and build relationships with unsheltered people experiencing homelessness and engage service providers for the purpose of providing connections with homeless assistance programs, mainstream services, and appropriate housing interventions. This position will also work with those who are unsheltered with health risks in an effort to reduce exposure to COVID-19 and secure safe access to needed shelter and housing services.

RESPONSIBILITIES

Provide case management to clients that are currently unsheltered

- Locate and identify unsheltered homeless households in need of services.
- Deliver food, supplies, and information to encampments and those persons residing in places not fit for human habitation, prioritizing those least likely to access services without these targeted outreach efforts.
- Provide program participants support and case management
- Provide assistance obtaining needed resources such as shelter, housing, health care, and other daily necessities for living.
- Provide information and make referrals to community resources/supportive services as requested by the program participant.
- Complete front desk shifts as scheduled
- Complete Intake/Exit Forms for Outreach program participants
- Complete homeless verification and secure necessary supporting documentation.
- Assist with housing applications to relevant programs and housing options
- Attend and participate in weekly case staffing meetings and monthly staff meetings

- Complete assessments necessary for Coordinated Entry
- Work with the Watauga Sheriff POP Squad and other local law enforcement agencies to ensure safety and wellbeing of the unsheltered population in the region.
- Other tasks as assigned.

Maintain Client Records

- Maintain accurate participant records following established guidelines
- Document all program participant contacts on Client Contact forms in a timely manner
- Utilize HMIS to maintain participant information and assessments

Assist in day to day operation of the program

- Enforce agency guidelines
- Provide professional customer service to donors, visitors, and clients
- Assist with training and provide support to Shelter Associates when required
- Assist with other duties at the request of the Service Coordinators and Executive Director

Assist with developmental outreach to winter shelter residents and unsheltered clients

- Meet with winter shelter participants as needed to extend service coordination.
- Offer goal planning options to those individuals that utilize winter shelter services, or those that are currently unsheltered in the area.

Participate in training

- Attend initial orientation activities
- Develop a working knowledge base about program policies and procedures
- Participate in appropriate training functions

This is a part-time (30 hours per week) position that includes working weekends and holidays. There will be a 90-day provisional employment period. At the end of the provisional period, an evaluation will be completed and if the employment has been mutually satisfactory, the position will become regular full-time.

SUPERVISION: The position requires the ability to work independently under the supervision of the Executive Director and Emergency Shelter Coordinator. In addition, the Service Coordinators and Administrative staff may assign other tasks to complete. This position also requires the ability to work with a diverse population, many of whom may present with challenging behaviors. The individual in this position must be willing to enforce program guidelines. The primary supervisor for the position is the Executive Director. Supervision is available as needed and to conference with other staff in difficult situations. The Executive Director will meet with the Outreach Specialist on a regular basis for supervision, review of work, observation of skills and planning purposes. Performance is reviewed through observation, monitoring of records and documents, and job performance reviews.

KNOWLEDGE, SKILLS, AND ABILITIES

Required:

- Bachelor's' Degree
- Ability to work effectively with the homeless population
- Ability to work well with others and to be a team player

- Ability to work independently
- Strong verbal and listening communication skills
- Spanish speaker preferred
- Ability to follow and enforce program guidelines
- Moderate computer skills

COMPETENCIES

Communication – Clearly conveying and receiving messages to meet the needs of all, expressing oneself effectively, understanding underlying issues and adapting communication for the situation.

Teamwork – Working cooperatively and productively with others to achieve results by actively participating in the team and involving other team members.

Problem Solving & Judgment – Ability to assess options and implications in order to identify a solution by breaking down problems, recognizing basic and multiple relationships and can develop complex plans and/or analyses.

Adaptability – Personal willingness and ability to work in and adapt to change, valuing the need for adaptability, demonstrating adaptability through adapting approach and strategy.

Client Focus – Understanding and meeting or exceeding program participant needs through responsive service delivery and contributing to positive outcomes that support the participant household's short and long term needs.

Innovation Using original and creative thinking to make improvements and/or develop and initiate new approaches for own job/area as well as the agency.

Relationship Building – Developing and maintaining partnerships by establishing formal working relationships with community partners from across the service area.

Service Facilitation – Creates networks to ensure required services are delivered effectively, providing information as required.

Organizational Awareness & Commitment – Understands the structure and culture of Hospitality House and supports the organization's values, principles and goals; demonstrating an understanding of the organization beyond its own workgroup and can anticipate and meet the needs of the agency.

AMERICANS WITH DISABILITY SPECIFICATIONS

Physical Demands

(The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions).

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is exposed to weather conditions.

The noise level in the work environment is usually moderate.

Hospitality House is an Equal Opportunity Employer.

Please submit the following to Executive Director Tina B. Krause

1. Letter of interest
2. Resume
3. Three professional references

Tina Krause
% Hospitality House
338 Brook Hollow Road
Boone, NC 28607
or via email to director@hosphouse.org