



POSITION DESCRIPTION

Unhoused (Homeless) Outreach Specialist

ABOUT URBAN TRIAGE, INC.

Urban Triage, Inc. is on a mission to empower Black families while mobilizing community resources and distributing them to those most in need. At the same time, we engage systems in implementing systematic, sustainable, equitable, and clinically sound approaches to health behavior and prevention. We are poised to do this through education, community support services, and advocacy that systematically reduces and eventually works to eliminate barriers such as inadequate education, lack of access to resources, and class and health disparities.

Our goal is to promote positive health outcomes and reduce significant health disparities at the community level. We do this by meeting basic needs and then engaging communities through educational opportunities and effective advocacy at multiple levels. We stand in the gap for those most in need through advocacy, transformative education, and critical coordinated services between partner organizations, city officials, and community resources. Most critically, we do this with the community's trust and track record to carry out the work.

POSITION OVERVIEW

The Unhoused (Homeless) Outreach Specialist position is within the Unhoused Neighbors Initiative Department and reports to the Unhoused Outreach Program Coordinator. This is a full-time position, and core hours and days are Monday through Friday 8:00 am to 4:30 pm, requiring some evening and weekend hours. This position is responsible for identifying unsheltered and unhoused (homeless) neighbors through direct street outreach activities. Outreach activities will initially focus on the Dane County area. The Unhoused Outreach Specialist will work to identify highly vulnerable neighbors experiencing homelessness, administer assessment tools, perform intakes within the HMIS and Keela system, facilitate placement into the emergency night and day shelter stays for short-term housing, if desired by the neighbor, and connect these individuals to social services. The Unhoused Outreach Specialist will work collaboratively with the Homeless Services Consortium (HSC) team to assist with making short-term housing placements, enroll individuals in the housing queue for permanent housing placements, and identifying neighbors that may have been previously assessed by the coordinated entry as well as chronic documentation.

RESPONSIBILITIES

- Visit communities and canvass neighborhoods to do intakes.
- Collaborate with leads to conduct outreach, focusing on those most vulnerable,

- Complete VISPDAT to determine permanent housing options.
- Talk with clients to identify their obstacles.
- Connect clients with resources to overcome their obstacles.
- Assist clients with housing applications.
- Assist and advocate on behalf of individuals to locate, secure, and retain affordable permanent housing.
- Complete supportive and subsidized housing paperwork.
- Maintain computerized client records, mileage logs, etc.
- Research community resources.
- Provides advocacy for people experiencing homelessness when they encounter barriers.
- Attend pop-up events.
- Keep accurate records of clients in the office as well as Keela and HMIS.
- Create and distribute essential bags to unhoused individuals.
- Perform chronic documentation of clients on your caseload.
- Demonstrate continued commitment to understanding and implementing harm reduction practices and engage in real conversations about safety and housing first principles.
- Connect/Network with other organizations to get resources for clients.
- Transport clients to important destinations for interviews and appointments.
- Assist clients in obtaining housing readiness documentation, including identification, social security card, and income verification.
- Assist with prepping boxes for events.
- Load and unload any event items that are needed.
- Pick up fliers from the Marketing Director.
- Print and cut fliers as needed.
- Photograph and record videos of events and pop-ups for content purposes.
- Conduct research for marketing purposes.
- Maintain emails and respond in a timely manner.
- Attend regular meetings with other service providers to share information and resources.
- Work with colleagues from other agencies on joint projects as approved by the supervisor.

SKILLS AND EXPERIENCE

- Commitment to the mission of Urban Triage and represent the Urban Triage team with professionalism.
- Passionate, trustworthy, and empathetic when working with staff and program participants.
- Ability to build relationships with different types of people, including program participants, organization members, and healthcare providers.
- Good communication and interpersonal skills and ability to speak concisely to program participants and Care Team members.
- Be organized with confidential participant material and appointment tracking.
- Have a strong understanding of cultural competency with the target population.

- Be positive and maintain solid working relationships with internal and external resources.
- Have the ability to be patient and remain composed in stressful situations.
- Be flexible and able to adapt to different situations.
- Require little management, direction, and/or supervision from the Program Coordinator.
- Ability to work in a fast-paced environment.
- Ability to keep all information private and confidential and professionally manage confidential information.
- Ability to be compassionate, professional, and non-judgmental.
- Ability to work well under deadlines and being able to multitask.
- Comfortable working as part of a multidimensional team.
- Exemplify strong attention to detail.
- Possess superior organizational skills and the ability to manage multiple projects with shifting deadlines.
- Exemplify creative problem-solving abilities and critical-thinking skills.
- Advanced level of time management skills.
- Minimum high school degree or some college education.
- Valid State-issued Driver's License: You must have and maintain a valid state driver's license, maintain vehicle insurance coverage, and have access to a vehicle.
- May be required to use a personal vehicle to transport clients.

BENEFITS

- Health, Dental, and Vision Insurance
- Employee Wellness
- Receive 4 Weeks of Vacation/PTO/Sick Leave, Annually
- Receive 1 week of Paid Time Off for Christmas Break

AA/EEO STATEMENT

It is the policy of Urban Triage to provide equal employment opportunity to all persons regardless of race, color, sex, sexual orientation, gender identity, disability, age, religion, national origin, pregnancy or childbirth, ancestry, physical appearance, income level, source of income, political beliefs, marital, genetic, student or veteran status, less than honorable discharge, arrest or conviction record, or any other characteristic protected by law.

DISCLAIMER

The job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this job title. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.

COMPLIANCE REQUIREMENT

This job adheres to the ethical and legal standards and behavioral expectations set forth in the code of business conduct and company policies. As a component of job responsibilities, employees may have access to covered information, cardholder data, or other confidential information that must be protected at all times. In connection with this, all employees must comply with both the Health Insurance Portability Accountability Act of 1996 (HIPAA) as described in the Notice of Privacy Practices and Privacy Policies and Procedures as well as all data security guidelines established within the Company's Handbook of Privacy Policies and Practices and Information Security Policy. Furthermore, it is every employee's responsibility to comply with the company's Code of Business Conduct. This includes but is not limited to adherence to applicable federal and state laws, rules, and regulations as well as company policies and training requirements.