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## POSITION DESCRIPTION

### Homeless Outreach Program Coordinator

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#### 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 through 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, with the community's trust and track record to carry out the work.

#### POSITION GENERAL OVERVIEW

Urban Triage, Inc. is hiring a Homeless Outreach Program Coordinator to keep records, create reports, assign tasks, and analyze processes. The primary functions for this position will be to ensure outreach is done efficiently, stays on schedule and within budget, and meet the quality standards put forth by Urban Triage. Team leads will report directly to the Program Coordinator. Program Coordinator will provide outreach in the community along side of Team Leads and Outreach Specialists, meeting individuals “where they are” and focusing on those who are most vulnerable as part of our Supporting Healthy Black Families Homeless Outreach Initiative.

The Program Coordinator is responsible for all normal Outreach Specialist responsibilities within the team and are supported by Team Leads.

The ideal candidate for this position is a self-starter, leader, self-directed individual who can work well in a fast-paced environment with little instruction. We are looking for a responsible individual to provide personalized outreach, advocacy, administrative duties, project management, leadership, and support in a well-organized and timely manner.

## ESSENTIAL RESPONSIBILITIES

- Conducts street outreach rounds daily and serves as a guide and facilitator for agency partners to support individuals experiencing homelessness. (10%)
- Elicits relevant information through the completion of a homeless outreach needs assessment. (5%)
- Builds relationships with individuals at risk of or experiencing homelessness. (5%)
- Provides advocacy for people experiencing homelessness when they encounter barriers. (15%)
- Provides Crisis Intervention Services to individuals at risk of or experiencing homelessness. (10%)
- Assists in obtaining housing readiness documentation, including identification, social security care, and income verification. (5%)
- Provides support for people as they transition from homelessness to housing as companions, bearing testimony to their experience, empowering their agency, and ensuring the provision of basic material needs as they arise. (10%)
- Establishes and maintains positive, productive working relationships with mental health programs, shelter programs, police, and providers of services and resources to participants experiencing homelessness. (15%)
- Applies motivational interviewing and psychological first aid principles to help participants navigate their experience of homelessness. (5%)
- Demonstrates a continued commitment to understanding and implementing harm reduction practices, engaging in real conversations about safety (5%)
- Participates in a co-responder model of service provision in partnership with public safety personnel (police and EMS) (5%)
- Allocation of work within the team (15%)
- Quality of work delivered (10%)
- Performance of team (10%)
- Manage Team Leads (10%)
- Reporting (5%)
- Budgets/Tracking (5%)
- Media Outreach (10%)

## QUALIFICATIONS:

### Minimum

- High School / GED
- 2-years of public health or social services experience
- Positive individual that can maintain solid working relationships with internal and external resources
- Patient and able to remain composed in stressful situations
- Flexible and able to adapt to different situations
- Represent the Urban Triage team with professionalism

### **Preferred**

- Bachelor's Degree in Social Work, Public Health, Psychology, Counseling or Education
- 2 years of experience in Behavior health
- 2 years of experience with community engagement organizations
- 2 years of experience with housing placement
- 2 years of experience working as an outreach worker in communities focused on those experiencing homelessness
- Proven work experience as a Program Coordinator

**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 as 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 customer 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.