



Program Lead - Homeless Outreach Initiative (Case Management and Data Entry)

Roles and Responsibilities

Needs Assessments, Case Triage and Management, Service Coordination, and Data Entry

1. Responsible for all Outreach Specialist duties including, but not limited to: conducting rounds in the field, serving as guide and facilitator to agency partners, conducting needs assessments, building relationships, and providing crisis intervention services as supported by other Outreach Specialists
2. Collect ALL physical copies of Keela and VI-SPDAT forms from Outreach Specialists
3. Coordinate with Specialists to ensure all client contact data is entered into Keela and HMIS databases, including those that “refuse services”
4. Review all printed forms to ensure data is logged correctly
5. Coordinate case management services with other members of the Homeless Consortium and Dane County Collaboration of Black Service Providers
6. Provide personalized outreach and advocacy
7. Call clients, conduct needs assessments, triage cases, follow-up and provide case management on a weekly or biweekly basis as agreed upon with client
8. Assist other Outreach Leads with data entry into Keela and HMIS databases as needed
9. Follow up on Keela and HMIS entry of collected VI-SPDAT data and make notes for EVERY contact with a client including those that “refuse services”
10. Respond to Homeless Outreach Emails and inquiries
11. Provide support as clients transition from homelessness to housing
12. Attend Supporting Healthy Black Families’ cohorts and act as co-facilitator
13. Engage in Facilitation training sessions
14. Demonstrate a commitment to, understanding of, and implementation of harm reduction practices
15. Effectively communicate orally and via written correspondence by providing all necessary information and follow up to make informed decisions in a timely and accurate manner
16. Produce accurate and timely reporting of case management status, commitments, and updates
17. Foster a collaborative work environment and champion accountability
18. General Administrative duties including but not limited to: creating and maintaining a filing system for all physical copies of Keela, HMIS, and VI-SPDAT forms

19. Other duties as assigned