

<b>Job Code</b>	050340
<b>Effective Date</b>	11/15/2021
<b>Description</b>	Homeless Res Outreach Spec
<b>Original Date</b>	
<b>Revision Date</b>	04/14/2022
<b>Essential Functions</b>	<p>Builds relationships within the houseless community, homeless providers, and neighborhoods</p> <p>Engages and connects houseless individuals to services and resources</p> <p>Coordinates, monitors, and evaluates needs of those experiencing houselessness utilizing client-centered communication and response</p>
<b>Examples of Work</b>	<p>UNDER GENERAL DIRECTION</p> <p>Builds relationships with houseless individuals in encampments and the areas where transient individuals frequent</p> <p>Connects houseless individuals with resources and services (by building trust and rapport) to address their individual needs</p> <p>Engages and mitigates crises through de-escalation, harm reduction, and conflict resolution</p> <p>Anticipates and is responsive to Homeless Services Division team requests and the needs of the team</p> <p>Articulates positive reinforcement, proactiveness, and transformation</p> <p>Makes necessary connections to services, support, and opportunities (i.e., emergency shelters, SUD services, mental health services, Common Assessment, Single Point of Entry, etc.) that leads to stabilization and/or housing security</p> <p>Conducts neighborhood friendly approach with grass roots organizations, homeless providers, and business stakeholders</p> <p>Educates citizens on the Homeless Encampment ordinance and the Homeless Encampment Protocol</p> <p>Builds and/or strengthens relationships within the community to be able to assist with identifying the gaps and barriers</p> <p>Establishes and maintains liaisons with other service providers</p> <p>Documents and records daily client interactions, including triage of individual needs, contacts, referrals, and site conditions</p> <p>Works cooperatively with members of government-related agencies and the general public</p> <p>Coordinates property maintenance and monitors for compliance or assessment for encampments</p> <p>Performs related work</p>
<b>Physical Requirement and Working Conditions</b>	<p>Travels through Metro Louisville to engage houseless individuals residing on the street and in spaces not meant for human habitation</p> <p>Meets regular and punctual attendance standards and any special needs of the position as determined by management, including mandatory overtime</p>

	<p>and performing related work</p> <p>Communicates with individuals in person and utilizes all types of communication media</p> <p>Spends prolonged periods of time sitting, standing, walking, carrying, stooping and climbing</p> <p>Spends prolonged periods of time exposed to the elements</p>
<b>Minimum Requirements</b>	High School Diploma or equivalent
<b>Other Minimum Requirements</b>	<p>One year of experience working within outreach or homeless services</p> <p>Must possess and maintain a valid driver's license</p> <p>Must be willing to commit to a minimum of a two-year assignment</p> <p>Must be eligible to complete Trauma-Informed Care, Harm Reduction, and Equity training within 90 days</p> <p>Must be willing to work first or second shift, weekends, extended hours, overtime and/or vary duty hours as deemed necessary</p>
<b>Equivalency</b>	An equivalent combination of education and experience may be substituted, but must have two years of relevant work experience in community outreach or in homeless services
<b>Special Requirements</b>	
<b>Skills and Abilities</b>	<p>Possess an empathic demeanor and desire to help the homeless population</p> <p>Lived experience welcome</p> <p>Self-motivate while working independently as well as in a team environment</p> <p>Effective interpersonal skills and attention to detail</p> <p>Basic computer literacy including Microsoft Suite applications</p>
<b>Competency</b>	
<b>Salary Plan/Grade</b>	NU / 08
<b>Wage and Hour</b>	Non-Exempt
<b>EEO4</b>	2 / Professionals