



MID FLORIDA

**Homeless
Coalition**

CITRUS, HERNANDO, LAKE & SUMTER COUNTIES

JOB DESCRIPTION

Position: Outreach Case Manager

Classification: Full Time

FLSA: Non-Exempt

Reports To: Operations Director

Compensation: \$15-\$16 per hour

Supervisory Responsibilities: No

Summary:

The Homeless Outreach Case Manager works to build relationships with homeless participants, provide advocacy, assist with connection to benefits and assist with becoming housing ready.

The primary goal is to identify unsheltered homeless participants through direct street outreach activities and through community referrals from mental health, hospitals, local law enforcement and municipalities and other social service agencies. In identifying highly vulnerable homeless participants, the Outreach Case Manager will administer assessment tools, connect to social services and inform participants of housing programs within the CoC. The Outreach Case Manager will also assist participants in obtaining housing readiness documentation. The Outreach Case Manager will work as part of a larger team within the Mid Florida Homeless Coalition, and the Coordinated Access System (CAS), serving Citrus, Hernando, Lake and Sumter Counties.

Responsibilities:

- Assist homeless participants with accessing resources and making referrals.
- Provide advocacy for homeless participants when they encounter barriers.
- Assist in obtaining housing readiness documentation such as ID, social security card and income verification.

- Assist in identifying appropriate housing and completing housing applications.
- Provide support for people as they transition from homelessness to housing.
- Maintain complete client records, daily activity logs, mileage logs, and other reports as directed.
- Establish and maintain positive, productive working relationships with mental health programs, shelter programs, police (and other local officials), and providers of services and resources to homeless participants.

Contract Management -Achieve knowledge of the contracts and grants working under.

- Maintain client related data tracking systems, including case notes and complete Homeless Management Information System (HMIS) entries.
- Prepare case-related reports including outcomes, successes and challenges.
- Generate client data for monthly reports.
- Maintain complete and accurate documentation of service objectives and outcomes as well as other services in accordance with federal, state, county and guidelines
- Complete follow-up and retention services and provide back-up documentation in client files.

Outreach and Relationship Management -

Outreach to community, business owners, realtors, landlords, housing developers and other service providers to identify new and existing opportunities and build strong relationships to better assist participants in accessing resources, employment, supportive services, and housing opportunities.

- Respond to community requests for street outreach intervention.
- Attend collaborative meetings.
- Actively participate in staff meetings and trainings.
- Network with other agencies, coalitions, and local community meetings.
- ***Other duties as assigned***

Qualifications:

- Bachelor's Degree or equivalent experience in a related field.
- Two years in street outreach experience.
- Computer skills with proficiency in Microsoft Office training a plus.
- Project a professional demeanor.
- Able to work independently and as part the team.
- Exercises mature judgment.
- Strong written and verbal communication skills.
- Maintain a regular attendance
- Must maintain and execute confidential information.
- Highly motivated self-starter and ability to coordinate multiple projects simultaneously in a high-pressure environment
- Demonstrated ability to work with diverse communities.
- Good problem solving and conflict resolution skills
- Must comply with Mid Florida Homeless Coalition's Ethics Code of Conduct.

Required Qualifications

- Employment Eligibility Verification.
- Reliable transportation.

- Successful completion of background screening.

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

In the course of performing the job, this position typically spends time sitting, standing, walking, driving, carrying (25lbs), lifting (25lbs), bending stooping, kneeling. Operating a computer keyboard, firm/strong grasping, and repetitive hand control. Able to complete all forms in personal writing. Makes and receives telephone calls. Use of copier, fax machine, smart phone, and other portable devices. Subjected to outside environmental conditions.

Employee's Signature

Date

Supervisor's Signature

Date