**HARBOR INTERFAITH SERVICES**

**SPA 8 Coordinated Entry System**

**Regional Outreach Coordinator**

**JOB DESCRIPTION**

**SUMMARY OF RESPONSIBILITIES:**

The Coordinated Entry System (CES) is the system in which individuals experiencing homelessness and organizations providing housing resources are linked in a systematic and efficient manner. As the lead agency for Service Planning Area 8 (SPA 8), Harbor Interfaith Services is entrusted to help coordinate the work of our valued partners in our mission to end homelessness in our region and beyond. The CES Regional Outreach Coordinator will facilitate SPA wide outreach collaboration to our most vulnerable on the streets in our region and link them to supportive services and housing navigation teams.   
Under the supervision of the Director of CES Regional Coordination, the CES Regional Outreach Coordinator is responsible for the following activities:

**SPECIFIC DUTIES:**

1. Work closely with homeless service providers, physical and mental health agencies, Veteran service providers, law enforcement, funders and other stakeholders to better coordinate how we outreach and connect individuals experiencing homelessness in the South Bay region to pathways to housing.
2. Triage community and provider outreach requests throughout SPA 8, including outreach calls that come directly from “211” Info Line.
3. Establish and maintain effective working relationships with relevant partners to establish streamlined referral network linkages to mental health care, health services, other supportive services, and housing navigation teams.
4. Expand SPA 8’s nontraditional partner’s access points to foster the no wrong door approach
5. Ensure proper utilization of the standardized assessment (CES packet and the Next Step Tool) in outreach efforts.
6. Facilitate CES Outreach Coordination meetings with all existing outreach teams/staff in SPA 8 on a monthly basis.
7. Identify and implement creative outreach strategies for underserved areas of our SPA.
8. Help educate the community and other providers about outreach best practices.
9. Track and evaluate SPA-wide outreach data.
10. Provide monthly reporting on Outreach trends, efforts and progress towards meeting goals.

**MINIMUM QUALIFICATIONS**

**EXPERIENCE / EDUCATION:**

* BA in social work or related field
* Significant experience providing street-based homeless services, preferably in the South Bay

**KNOWLEDGE AND SKILLS:**

* Passion for ending homelessness.
* Strong knowledge of homeless services sector, preferable on the South Bay
* Maintaining a non-judgmental attitude and a display of unconditional positive regard when working with unsheltered individuals.
* Ability to have a “whatever it takes” attitude when working with challenging individuals.
* Ability to engage in street based outreach.
* Ability to work as a member of a team.
* Substance Abuse/Recovery background a plus.
* Strong people skills and ability to work effectively with people of varying racial, ethnic, cultural, educational, and socio-economic backgrounds.
* Familiar with Harm Reduction and Housing First models of service delivery.
* Ability to listen with sensitivity to other people’s feelings, needs, and point of view; demonstrate tact and courtesy in expressing opinions or ideas, projecting a positive image of Harbor Interfaith Services, and recognizing opportunities to enhance community relations.
* Basic understanding of severe mental health, physical health, and substance abuse issues and symptoms.
* In addition to working in a typical office environment, Navigator will be required to work in areas inhabited by homeless persons, to include working in dirty environments and dealing with challenging individuals.
* Be able to work flexible hours.
* Good organization skills and detail oriented; ability to manage multiple cases efficiently and effectively.
* Strong oral and written communication skills
* Creative problem-solving skills
* A valid California driver’s license and insurance is required for the position.

**ACCOUNTABILITY AND REVIEW**

Position reports to: SPA 8 Regional Coordinator (Harbor Interfaith Services)

Performance review: 6 month introductory period, followed by annual evaluations

**EMPLOYMENT CLASSIFICATION**

Work Schedule: Full-time, M-F

**PHYSICAL DEMANDS, ENVIRONMENTAL CONDITIONS, EQUIPMENT**

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 the essential job functions. Employee is required to:

Walk and climb stairs; Handle, finger, grasp and feel objects and equipment; Reach with hands and arms; Communicate, receive and exchange ideas, information by means of the spoken and written word; Be mobile by moving oneself from place to place quickly and easily; Repeat various motions with the wrists, hands and fingers; Be able to have visual activity for (including, but not limited to) administrative and clerical tasks; Drive personal vehicle in and around Los Angeles County and periodically transport residents; Be able to enter various buildings that may require climbing stairs. Be subjected to outside environmental conditions. Use a personal and/or laptop computer; copy, postage and fax machines. Complete all required forms in personal writing.