

HARBOR INTERFAITH SERVICES, INC (HIS)
SPA 8 Coordinated Entry Systems (CES)
Regional Outreach Coordinator
JOB DESCRIPTION

SUMMARY OF RESPONSIBILITIES:

The Coordinated Entry System (CES) focus on individuals experiencing homelessness. The organizations providing housing resources are linked in a systematic and efficient manner. As the lead agency for Service Planning Area (SPA) 8, Harbor Interfaith coordinate the work the homeless services on behalf of the SPA working to end homelessness. The SPA 8 CES Regional Outreach Coordinator is responsible for facilitating SPA wide outreach collaboration and coordination in an effort to link the homeless to supportive services and housing navigation teams.

Under the supervision of the CES Regional Coordinator, the CES Regional Outreach Coordinator is responsible for the following:

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 requests that come directly from Los Angeles Homeless Outreach Portal (LA-HOP).
3. Establish and maintain effective working relationships with relevant partners to streamline 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 Outreach Care Coordination meetings with all existing outreach teams/staff in SPA 8 on a bi-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.

EXPERIENCE / EDUCATION:

- BA in social work or related field and one-year experience in homeless services preferably homeless outreach and providing street-based homeless services

KNOWLEDGE AND SKILLS:

- Passion for working with the homeless
- Strong knowledge of the homeless services sector, preferable in the South Bay
- Non-judgmental attitude and 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 and independently
- Knowledge of substance Abuse disorder/Recovery 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 organizational skills and detail oriented; ability to manage multiple cases efficiently and effectively.
- Strong oral and written communication skills
- Creative problem-solving skills

ACCOUNTABILITY AND REVIEW

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

Performance review: Six-month introductory period, followed by annual evaluations

EMPLOYMENT CLASSIFICATION

Work Schedule: Full-time, M-F