



**Position Title:** Crisis Engagement Street Outreach Specialist

**Reports to:** Tina Murray, Senior Director of Crisis Engagement

**Compensation Status:** Full-time Salary

**POSITION PURPOSE:** Assessment and case management services for individuals who are sleeping in places not meant for human habitation (streets, abandoned buildings, cars, etc.). The goal is to assist individuals in locating permanent housing and gaining access to mainstream benefits. Participants receive housing referrals, transportation, crisis interventions, and basic supplies, such as food, clothing, blankets, etc.

**ESSENTIAL JOB FUNCTIONS:** The Outreach Specialist will need to work as part of a team identifying and providing services to individuals and families who are unsheltered homeless through direct street outreach activities and through reports/referrals from shelters, police, churches, town welfare officers, human service providers and others. Needs to be self-motivated, quick study, able to work with minimal supervision, good time management skills, good with detail work and able to relate to a wide variety of participants and community resource people.

**RESPONSIBILITIES and ESSENTIAL JOB DUTIES:**

- Contact participants on the street or in other unsafe situations and deliver street-based services such as counseling, emergency referrals, basic needs (e.g., food, blankets, or clothing).
- Ensure the safety of the Outreach staff and participants served by following proper Outreach policies and procedures.
- Maintain accurate documentation of outreach logs and reports, grant reports, progress notes, referrals, initial screenings, and other program information.
- Leave outreach vehicles in clean and good operating conditions following proper policies and procedures.
- Participate in team case management meetings, case review, transition, and other team meetings.
- Maintain participant-related data tracking systems, including case notes and complete HMIS (Homeless Management Information System) entries.
- Ensure responsible allocation and documentation of petty cash and resources in accordance with agency policies and procedures.
- Evaluate the location and needs of the clients served with the goal of informing the Crisis Engagement Program Senior Director to make program changes that will meet newly identified issues.
- Participate in the development of program resources for the population served.

- Wear proper Outreach attire at every outreach outing for safety and proper identification as Outreach Staff.
- Coordinate and conduct intake and housing assessments for all participants.
- Provide support services in a non-judgmental manner.
- Provide information, referrals, and advocacy to assist participants in accessing services and resources.
- Respond to community requests.
- Respect participants' dignity and confidentiality.

**SECONDARY RESPONSIBILITY:**

- As time allows, will help Crisis Engagement with Prevention, Diversion and Problem solving with clients on the phone and in person.

**KNOWLEDGE and SKILLS:**

- Ability to engage and build strong working alliances with program participants.
- Knowledge of issues related poverty, homelessness, mental illness, trauma, substance abuse, health issues, and older adults preferred.
- Ability to work in both a team environment and independently with minimal supervision.
- Ability to respond to stressful situations in a flexible and professional manner.
- Strong organizational skills, attention to detail.
- Exceptional oral and written communication skills.

**EDUCATION and EXPERIENCE:**

- Bachelor's degree with coursework in human services or three (3) years related work experience in case management or homeless services.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook), including database management.
- Possess a valid driver's license and have access to a dependable means of transportation that is properly insured and operated in accordance with all laws. Agency insurer authorization is required.
- Ability to pass a criminal background check.
- Must maintain good relationships with consumers, co-workers, government, and civic representatives, as well as community members within whom the Agency is transacting business and relate to them in a professional manner.
- Direct service experience with high risk/high need populations and/or history of employment in customer service required; experience in a multi-service nonprofit is a plus.
- Oral and written fluency in both Spanish and English preferred.
- CPR and First AID Certification preferred.

Please note these job duties, responsibilities and activities may change at any time with or without notice.

**Interested parties should apply by sending a cover letter and resume to:**

Rebekkah Roberts

Human Resources Coordinator

Together

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