



## FAMILY ELDERCARE

### Job Description

Job title: Mobile Outreach Specialist	Reports to: Program Coordinator
Department: Financial and Housing	Work Location: Rutherford Office
Position Status - Full-time FLSA Classification - Non-Exempt	Salary Range: \$26.25 - \$27.25

#### **Summary:**

The Mobile Outreach Specialist is a newly created position intended to add outreach capacity to Family Eldercare's Rapid Rehousing and Permanent Supportive Housing projects. The Specialist works with individuals experiencing homelessness, providing essential support and assistance. The specialist typically operates in a mobile capacity, collaborating with stakeholders and reaching out to various locations where homeless individuals may reside, such as shelters, streets, or temporary housing. Their main responsibilities include engaging with homeless individuals, evaluating their immediate needs, and confirming disability and homelessness in accordance with HUD standards. The specialist conducts thorough assessments to understand the unique challenges and requirements of each individual, working closely with them to navigate the enrollment process for Rapid Rehousing and Permanent Supportive Housing. They will assist clients in transitioning out of homelessness and enrolling in services using Housing First and Trauma-Informed Care models. Success will primarily be measured by the percentage of clients enrolled in the program. The Mobile Outreach Specialist should have a strong desire to connect clients to appropriate services and possess a comprehensive understanding of the process. This position requires occasional travel, reliable transportation, and a valid driver's license.

#### **Essential Responsibilities:**

##### 1. Direct Outreach and Engagement:

- Proactively locate and engage homeless individuals in various locations, specifically those referred to Family Eldercare Rapid Rehousing and Permanent Supportive Housing programs.
- Distribute basic needs items and engage in supportive conversations that build rapport and outline next steps.
- Regularly update client information in the Homeless Management Information System (HMIS) during encounters.

##### 2. Assessment and Enrollment Support:

- Conduct thorough assessments to identify eligibility for other FEC services.
- Assist clients in navigating the enrollment process for housing programs.
- Verify eligibility for homelessness and disability services in line with HUD standards.
- Assist clients in obtaining necessary documents for housing, employment, and benefits.
- Become licensed to provide coordinated assessments and complete them on an as needed basis during outreach encounters.

##### 3. Collaboration and Communication:

- Attend and contribute to By Name List (BNL) Staff Meetings and various workgroups (WG), including the Encampment and Outreach WG and Crisis Response Committee.
- Build and maintain relationships with various outreach groups to enhance collaboration and service delivery.
- Document interactions and progress in Apricot, including referrals and progress notes for clients.

##### 4. Safety and Professional Standards:

- Maintain a high standard of safety and professionalism, adhering to all relevant policies and procedures.

- Comfortable working in the elements and safely navigating potentially hazardous environments including wooded areas and campsites near busy roads.

### **Education and Experience:**

#### Experience:

- Candidates **must** possess a minimum of 2 years of experience in homeless services, with a focus on providing direct service to unhoused adults. This may include a combination of paid work, volunteer work and/or mutual aid activities.
- Applicants with lived experience of homelessness are strongly encouraged to apply, as this perspective is invaluable in our service delivery.

#### Education:

- A Bachelor's degree in Social Work, Human Services, or a related field is preferred.
- Completion of training in Trauma-Informed, Harm Reduction, and Housing First models of care, as well as training in crisis intervention and de-escalation.

#### Technical Skills:

- Proficiency in navigating various databases and a willingness to learn new technologies and databases, including Apricot Social Solutions, Microsoft Office and SharePoint.
- Qualified candidates who possess a current or former Homeless Management Information System (HMIS) license (Community Services, formerly known as ServicePoint) will be given preference.
- Bilingual abilities, particularly in Spanish or American Sign Language (ASL), are strongly preferred. A stipend may be available for Bilingual Specialists.

#### Transportation:

- Must have reliable transportation, a valid Texas Driver's License, active automotive insurance, and a satisfactory motor vehicle record.
- Must be willing to transport clients in accordance with agency policies (Mileage reimbursement is provided)

#### Background Check:

- Ability to meet minimum standards for a criminal background check.

**Application Process:** We welcome all candidates who meet the above qualifications to apply. We are particularly interested in candidates who bring a diverse perspective to our team and those who have a deep understanding of the communities we serve.

### **Competencies:**

Any combination of the suggested education and experience will be considered for this position. In addition, the following will be considered:

- Dedication to the principles of Housing First and Trauma-Informed Care, with a focus on preventing and ending homelessness and housing instability.
- Demonstrated ability to work under pressure and meet deadlines while maintaining a positive attitude and providing exemplary customer service.
- Ability to exercise sound judgement, diplomacy, and maintain good working relationships across the organization and with community collaborators.
- Proficiency in navigating various databases such as Apricot Social Solution, Microsoft Office Suite including SharePoint and a willingness to learn new technologies.
- Knowledge of community-based services and resources -AND/OR public benefits programs
- Excellent interpersonal communication skills.

**Working Conditions/Physical Requirements:**

This position operates in many types of environments, including in the field as well as in an office located in North Austin. The Family Eldercare office is a pet friendly office environment. There will be routine use of standard office equipment such as computers, phones, and photocopiers. The role will require contact with currently and formerly homeless individuals who may have mental illness, substance use disorder, -AND/OR- trauma experiences. Case Managers frequent homes in which there is smoking and pets.

- Ability to interact with clients, volunteers, staff, family, community partners and other stakeholders.
- Ability to perform the essential job functions safely, consistently, and successfully with the ADA, FMLA and other federal, state, and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards.
- Ability to lift and carry up to 30 lbs.

**Travel**

This position requires daily transportation and will require the use of a personal vehicle. Typical workdays will be based at Family Eldercare offices with frequent community visits for street outreach. Travel is reimbursed at the approved IRS mileage rate.

**Acknowledgement and Review:**

By signing this job description, I acknowledge that I meet the qualifications and am able to perform all job functions, duties, and responsibilities with  or without  reasonable accommodations. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name:

Employee signature:

Date: