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**Homeless Outreach Service Coordinator I**

**SUMMARY:** The Service Coordinator I is a member of the Homeless Coordination team. Primary tasks include street outreach and engagement, navigation, housing linkage and ongoing case management services with individuals experiencing chronic homelessness within metro Atlanta.

**REPORTS TO:**  Program Manager

**HOURS:** Full Time

**CLASSIFICATION:** Non-Exempt

**DUTIES:** Primary areas of responsibility include, but are not limited to the following:

**Homeless Coordination Services and Supports:**

* Provide outreach, linkage, assessment and support to homeless individuals in Seminole County to initiate contact, develop rapport, and assess individuals for mental illness, co-occurring substance use and other health care needs in the community until linkage and services are accepted.
* Complete the homeless survey tool, VI-SPDAT on all homeless individuals encountered to determine severity of need. Submit tool results to local CES for entry and housing match.
	+ Evaluate for immediate needs such as crisis intervention, medical attention, showers, clothing, food, emergency shelter, etc. Evaluate for appropriate triage or linkage to housing, health and financial resources to help resolve homelessness and refer to community partners.
* Engage assigned clients to achieve their goals and objectives and report to the team and clinically qualified staff regarding changes clients of level of functioning, support networks, adequacy of living arrangements, financial status, physical health, level of self-care.
* Communicate regularly with other treatment providers.
* Complete all program required paperwork and maintain documentation according to those program standards of practice in Electronic Health Record – Welligent or HMIS within proscribed timeframes as outlined in SUOS documentation policy.
	+ Maintain member files in compliance with funder requirements.
	+ Assist with the collection of data, and submission of quarterly/annual reports.
	+ Attend Step Up staff meetings and trainings as requested.
	+ Coordinate with City Departments such as Library, Police, Fire, Public Defender, Parks and Recreation to support, assist with homeless population education to staff and linkage to services.

**SKILLS:** Knowledge of or experience with mainstream benefits and services, mental health diagnoses and level of functioning, Evidence Based Practices such as Critical Time Intervention, Motivational Interviewing, Trauma Informed Care, Housing First, Harm Reduction, etc. Ability to work collaboratively with others and on a team. Initiative and solution focused practice. Uses good time management skills and resources to balance case load direct service and paperwork. Works within skills and scope of practice asking for support and training to improve abilities when needed. Ability to work as a team member on the streets, in homeless facilities or with other homeless community providers such as police, churches and hospital ER’s. Ability to engage individuals on the streets in a meaningful manner which imbues trust enough to accept services offered. Understands and promotes safety first to self and team members.

**QUALIFICATIONS:** B.A. in psychology or social work or 3 years of related work experience with a minimum of 2 years’ experience working with homeless population. Case management experience is essential, including the ability to chart patient progress to meet documentation requirements. Interview will involve a review of this ability. Candidate must have own transportation and current Florida Driver’s License and insurance. Position requires occasional driving and transporting.

**Disclaimer:** Work with the homeless population whether on the streets, in shelters or other places of habitation or services, may present inherent challenges and difficulties such as: exposure to bed bugs or other infestations, unpleasant smells or odors, unclean individuals or homes due to homelessness or mental health symptoms or poverty. While Step Up as an agency strives to protect all employees from adverse events, Step Up is not responsible for rectifying the outcome of such exposures and considers this the nature of the field-based environment and Workplace. Step Up utilizes the principles of trauma-informed care and mental health recovery. These principles inform our Core Values of Hope, Wellness, Voice and Choice, Respect, and Collaborative Relationships. As representatives of Step Up, employees agree to adhere to these values in their interactions with members, colleagues, supervisors, and associated community members.

**Step Up Core Values**

**HOPE** – We believe all people have the capacity for positive growth and change. We use hope to inspire and motivate ourselves, our members, our colleagues, and our community.

**WELLNESS** – We believe in promoting a culture that supports healthy and fulfilling lives. We use a supportive

environment to foster well-being for ourselves, our members, our colleagues, and our community.

**VOICE AND CHOICE** – We believe in the right to choose and be heard. We use voice and choice to create meaningful outcomes and empowerment for ourselves, our members, our colleagues, and our community.

**RESPECT** – We believe in promoting interactions that are non-judgmental, transparent. We use respect to guide all of our words and actions with ourselves, our members, our colleagues, and our community.

**COLLABORATIVE RELATIONSHIPS** – We believe in forming partnerships to share resources, knowledge, and experiences. We use collaborative relationships to strengthen accomplishments for ourselves, our members,

our colleagues, and our community.

Step Up is committed to providing quality services that adhere to the highest ethical standards and principles. All Step Up employees agree to adhere to the ethical policies and codes of conduct, as outlined in the Employee Handbook and those specified for this grant.

**Our Mission** - Step Up provides equal employment opportunities without regard to age, ancestry, color,

creed, mental or physical disability, marital status, medical condition, national origin, race,

religion, sex, sexual orientation, veteran status, or any other consideration made unlawful by

federal, state or local laws.