



Job Description

Position Title: Outreach and Engagement Center Coordinator
Program: Outreach and Engagement Center
Supervisor: as designated on the organizational chart
FLSA Status: Non-Exempt (Hourly)
Effective: December 14, 2021

Summary:

Under the direct supervision of the individual designated on the agency Organizational Chart, the Outreach and Engagement Center Coordinator will assist individuals experiencing homelessness by offering brief respite and information, advocacy and referrals for continued assistance and support after they leave the Outreach and Engagement Center.

The Outreach and Engagement Center is a program designed to provide respite for adults experiencing homelessness who are referred to us from City of Sacramento Department of Community Response, Sacramento County Park Rangers or the City of Sacramento Impact Team who are camping in the immediate vicinity of the Center. The Center is a place to receive support, services, linkages and to gain hope for a resolution. This program is designed to provide a safe environment for individuals who are in need of relief from the stresses of homelessness, and who need assistance in accessing services and resources. The Outreach and Engagement Center is open and welcomes individuals 24 hours a day / 7 days a week by referral invitation only. Services will be offered from a Trauma informed perspective and will utilize Motivational Interviewing and other Evidence Based Practices as appropriate.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

1. Support individuals with active listening, demonstration of empathy and carry a message of hope and recovery.
2. Observe, assess, intervene and refer (within one's scope of practice) in situations with clients regarding mental health symptoms, physical health symptoms and substance use issues and homelessness.
3. Develop service/goal plans with clients and meet with the clients as needed to encourage, support and advocate for progress and assist with skill development.
4. Provide positive public relations, community referrals, information and support by linking clients to needed resources; advocate with and on behalf of clients and significant support persons the clients have identified.

5. Accurately complete all necessary forms, reports and paperwork required by the program on a timely basis (e.g., progress notes, special incident reports, discharge summaries, , HMIS, ViSpdat and other reports as required).
6. Ensure that the Center and surrounding environment is clean and fit for occupancy, where applicable. Provide and assist with cleaning as needed.
7. May be asked to attend to pets and pet kennels as needed.
8. Act as a designated Mandated Reporter for the observed or suspected abuse and/or neglect of children, disabled individuals, dependent adults and elder/senior citizens. Mandated Reporter also includes "Duty to Warn" which includes the responsibility to notify authorities and the intended victim(s) of physical harm.
9. Ensure the protection and confidentiality of all Protected Health Information (PHI) by following all policies and procedures in the Agency HIPAA Manual.

Supervisory Responsibilities: This job has no supervisory duties.

Measures of Performance: The Outreach and Engagement Services Coordinator shall be considered to be performing in an acceptable manner when the following have been accomplished:

1. Interpersonal Skills – Responds promptly to colleagues and/or client needs. Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control managing difficult or emotional situations; Remains open to others' ideas and tries new things; Shows respect and sensitivity to all people including those with cultural differences; Promotes a harassment-free environment; Treats people with respect; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values. Reacts well under pressure.
2. Communication – Speaks and writes clearly; Listens and gets clarification; Tailors the content of speech to the level and experience of the audience; Uses appropriate grammar and choice of words; Organizes ideas clearly; Responds well to questions; Demonstrates group presentation skills; Participates in meetings; Ensures that others involved in a project or effort are kept informed about developments and plans.
3. Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback constructively; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed; Is open with other team members about his/her concerns; Is able to see the merits of perspectives other than his/her own; Demonstrates openness; Makes agreements/commitments and follows through.
4. Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

5. Quality and Quantity – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality; Meets productivity standards and completes work in a timely manner.
6. Attendance/Punctuality – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- Ability to work with individuals who have are experiencing homelessness and may have co-occurring disorders. Experience is highly desirable.
- Lived experience with homelessness, mental health challenges or substance use disorder is highly desirable.
- Knowledge of Sacramento community organizations and community resources is highly desirable.
- Mental health crisis intervention experience is highly desirable.
- Experience with persons who have substance abuse problems, preferably individuals who are dually diagnosed (mental health & substance abuse) is highly desirable.
- Knowledge of 12-Step Programs and/or personal experience with substance abuse recovery is highly desirable.

Language Skills:

- Demonstrated ability to read, analyze and understand directions and documentation in English.
- Excellent English written communication skills, with demonstrated clarity and accuracy in writing, grammar, and punctuation.
- Excellent English verbal communication skills with the ability to effectively communicate with agency employees, clients and all individuals inside and outside the Agency.
- Demonstrated abilities in effective communications to include writing and maintaining clear and accurate case notes and reports, rehabilitation planning, statistical reporting and evaluation.
- Demonstrated ability to prepare correspondence independently.
- Bilingual or multi-lingual skills are desirable.

Mathematical Skills:

- Demonstrated ability to work with numbers (add, subtract, multiply and divide, using whole numbers, common fractions and decimals) using a calculator.

Reasoning Ability:

- Ability to interpret a variety of instructions and documentation presented in various forms.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Ability to solve practical problems that deal with abstract and concrete variables.

Computer Skills:

- Must be computer literate with experience in word-processing, email and the internet. Microsoft Office experience preferred.
- Knowledge of, and/or experience working with, Sacramento County’s Avatar forms and system is **highly desirable**.

Certificates, Licenses, Registrations:

- Provide own vehicle, possess a valid California Driver’s License and current vehicle insurance is desired.

Other Skills, Abilities, and Job Requirements:

- Ability to pass clearance of the Federal Bureau of Investigation (FBI) and/or Department of Justice (DOJ) background screenings.
- Work overtime as requested and approved.

Physical and Emotional Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The inability to cope with a stressful work environment does not constitute a protected disability.

While performing the duties of this job, the employee is required to:

V – Very Often / F – Frequently / O – Occasionally / R - Rarely							
Sit	V	Use keyboard	V	Stoop, kneel, crouch or crawl	R	Hear	V
Stand	V	Use hands to feel	F	Climb or balance	R	Talk	V
Walk	V	Reach with hands/arms	F				

Must occasionally lift or move up to 25 pounds. Specific vision abilities required by this job include: close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

The Agency’s client population may consist of homeless individuals with a persistent mental health diagnosis which employees may come into contact with. In addition to mental health issues, this population may also have a variety of physical health issues and communicable diseases.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.