



Job Description

Job Title: Outreach Coordinator
Job#: NOC082417
Status: Exempt, Full Time
Program/Location: Outreach / Napa County
Supervisor: Housing Program Manager

Agency Background:

Abode Services is a community based organization founded in 1988. Services include support services to families as well as adults without children. The mission of Abode Services is to end homelessness by assisting low-income un-housed people to secure stable, supportive housing and to be advocates for the removal of the causes of homelessness. The agency provides services throughout Napa County, Santa Clara County, San Mateo, Santa Cruz and Napa Counties; this position will provide services in Napa County.

Program Information:

The Outreach team provides outreach and engagement services to participants experiencing homelessness in Napa County. This team works to build rapport, identify appropriate resources, and link to services meeting immediate needs. The Outreach team supports participants wherever they call home including the streets, jail, hospitals and other crisis settings, etc. The goal of the this program is to link people to interim and permanent housing and other appropriate services (mental health, substance use, benefits, primary health, etc).

Position Summary:

The Program Coordinator provides overall program coordination including: supervision of a Services Coordinator and interns, enjoy excellent delivery of services, interfacing with collaborative partners, police departments, and jurisdictional staff, tracking outcomes, ensuring contract compliance, etc. This position will also provide outreach and engage identified program participants, enroll them in the program, and provide support to the Housing Services Coordinator, who will help to locate housing in the community. Once housed, this position will provide clinical case management services addressing an array of barriers that participants may have which may hinder their ability to remain housed.

Responsibilities:

- Ensure successful implementation, evaluation and coordination of Program services, county wide. Ensure that program is in compliance with funding regulations, goals, and stakeholder expectations.
- Provide direct supervision to all Program staff and interns. Provide regular and appropriate feedback including training, opportunities for professional growth, verbal and written improvement plans when needed, and regular evaluations. Ensure that all program staff under your leadership are meeting the goals as set-forth in their program's respective grants.
- Maintain effective public relations. Develop relationships with the community-at-large to instill support and confidence in the agency. Foster relationships with partner agencies and jurisdictional staff. Serve as a spokesperson for agency when called upon.
- Responsible for gathering and compiling client/service/outreach data and preparing timely periodic reports, as required by funders and collaborative partners as well as maintaining Program data spreadsheets.
- Ensure overall program compliance to HIPPA guidelines.
- Provide support to staff when dealing with clients' crisis. Manage crisis situations as they emerge.
- Facilitate regular case conferencing meetings. Assist in coaching staff and in ongoing educational efforts.
- Assist in developing policy and procedures and other aspects of programs.
- Identify, refer and enroll candidates who meet criteria of program and are in need of housing when openings are available in the program. Approve applications for enrollment ensuring participants meet all eligibility requirements and all required paperwork has been completed and submitted.
- Perform mental status exams, mental health assessment, and diagnostic evaluations, as well as safety assessments that include suicide, homicide, and gravely disabled assessments with participants on an on-going basis.

- Maintain a case load of 10-14 participants. Provide comprehensive clinical case management services to individuals. Collaboratively work with participants to develop their treatment plans and work on their recovery goal that are focused on increasing stability in health, housing, finances, social supports, and other daily living areas, and decreasing use of emergency services. Provide referrals to appropriate community agencies. Assist participants in retaining housing and maximize their independence and self-sufficiency by providing linkage and referral to appropriate community services and resources.
- Other duties as assigned.

Qualifications:

- BA/BS in Social Work, Psychology, or other related field required. Masters in Social Work or Psychology from an accredited university and registration with the California Board of Behavioral Sciences as an associated social worker or intern (ASW or MFTI) preferred.
- Must have a working knowledge of Psychiatric Disorders and a minimum 2 years of field experience working with people with co-occurring disorders and/or who are homeless.
- Strong organizational, detail orientated, and time management skills. At least one year of management and/or supervision skills preferred.
- Excellent verbal and written communication skills. Strong organizational and time management skills.
- Knowledge and ability to implement the following evidence-based models; Psychosocial Rehabilitation, Harm Reduction, and Motivational Interviewing.
- Ability to build supportive and respectful working relationships with participants and staff.
- Understanding and practice of culturally sensitive components of direct service delivery through open dialogs and self-exploration with diverse group.
- Ability to effectively intervene in crisis situations using de-escalation techniques.
- Proven ability to work independently, effectively as an individual and part of the team.
- Strong ability to represent the interests of the agency, interact effectively with a diverse population with multiple special needs, and be comfortable building successful collaborative relationships with tenants, staff, and with community networking and resource building.
- Ability to work flexible hours, including some weekends and evenings.

Equal Opportunity Employer - all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin.

Notice: This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. We reserve the right to change, add, delete, upgrade or downgrade the position as dictated by business necessity at anytime with or without notice.