

CITY OF CHATTANOOGA

Classification Specification Title: Homeless Outreach Coordinator

Department: Economic Development

Pay Grade: GS.09

Supervision Received From: Lead Outreach Coordinator

FLSA Status: Exempt

Supervisory Responsibility For: None

Established: 9/15/23

**Revision Dates: 4/2/25;
11/22/24; 10/20/23**

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for coordinating basic office functions for the Homeless Outreach Program as well as finding homeless individuals and families by meeting them on the streets, in camps, and other remote areas of the city, building a relationship with them, and assisting them in finding permanent housing. This is a full time position. Typical responsibilities include coordinating and sometimes leading Regional Outreach cooperation teams and volunteers on outreach endeavors. Actively seeks out new partners to grow outreach services and item supply chain. Collaborating and building relationships with local service providers and other City departments; driving and walking to remote homeless sites in the wilderness, under bridges, and in rural and urban areas; collect donations of household goods; perform office management duties such as paperwork and scheduling, as well as data entry into HMIS; driving to homeless service provider agencies to meet with homeless individuals and families; building a relationship with homeless individuals and families; submitting paperwork to correct agency; following up daily with both the homeless individual and agencies to ensure paperwork is being processed in a timely manner; attending weekly meetings and making daily reports to Lead Outreach Coordinator. Work hours may vary and may include some evening hours when needed.

SERIES LEVEL:

The Homeless Outreach Coordinator is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Evaluates, approves and makes recommendations for community referrals to OHSH and education initiatives throughout the community. Must prioritize and assign clients to housing units.

Manage ongoing partnerships to work through barriers, recognize innovative opportunities, provide recommendations to leadership for system-wide decision making.

Coordinate with area service providers as to the location of homeless individuals and walk out to remote homeless sites in the wilderness, under bridges, and in rural and urban areas to visit with homeless neighbors.

Work closely with city and Regional Outreach Cooperative partners and coordinate volunteers through the Regional Outreach Cooperative for route scheduling.

Actively seeks out new partners in the community that would benefit outreach endeavors and supply lines for outreach routes.

Finds, identifies, and works to establish a relationship with homeless individuals and families on by name lists.

Learns background of homeless individuals and families living in Chattanooga (noted on a by name list), makes a plan to find each person on the list.

Works a flexible schedule to meet the needs of the program, staff, and clients and to be responsive to changing environmental conditions which may impact homeless people.

Drives vehicles with volunteers and walks out to remote homeless sites in the wilderness, under bridges, and in rural and urban areas to visit with homeless neighbors.

Finds, identifies, and works to establish a relationship with homeless individuals and families on by name lists.

Identifies individual needs via needs-based assessments and connects them to the necessary agency that can assist best.

Assists with caseloads of homeless individuals and families while working to place them into housing. Through visits with individuals experiencing homelessness, identifies new homeless individuals and families and gathers appropriate information to add them to relevant by name lists. Regularly visits homeless service provider agencies to build relationships with agency staff and individuals experiencing homelessness seeking services there, in order to effectively pass on necessary communication to homeless individuals and families on by name lists.

Research resources offered locally in order to match homeless individuals and families with appropriate services, agencies, and case management.

Assesses, performs intakes, and works with people to address barriers to housing, creating individualized case plans to achieve goals; provides follow-up case management.

Follows up and coordinates with agency staff regularly to ensure individuals and families proceed quickly into permanent housing.

Coordinates with landlords and drives individuals and families to look at possible housing opportunities in affordable housing units.

Coordinates and transports individuals and families to necessary appointments that will help facilitate quickly getting individuals and families into housing.

Attends weekly housing group meetings to report on progress and be assigned new tasks.

Reports on progress daily to the Lead Outreach Coordinator.

Be available on nights and weekends to respond to clients in crises and provide necessary interventions by making crisis intervention decisions on how to prioritize the needs of the clients.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Associate degree in social work or a related field and two (2) years of experience in social work or human services activities; or any combination of equivalent experience and education. Lived experience of homelessness can be substituted for education and years of experience. Must be willing to work as a general case manager, providing on-site services, as staffing and patient needs may require. Must be comfortable transporting volunteers and clients in vehicles.

LICENSING AND CERTIFICATIONS:

Valid driver's License; valid car insurance; personal cell phone required for communication. Smartphones are preferred for mobile documentation.

KNOWLEDGE & SKILLS:

Knowledge of: motivational interviewing and practices; working with persons in crisis situations; local homeless service providers and resources for homeless individuals and families;

Skill in: prioritizing work; prioritizing needs of individuals; analyzing basic data and reports; creative problem solving; situational awareness; handling multiple tasks simultaneously; collaborating with external partners; and, excelling in communication and interpersonal skills as applied to interaction with coworkers, supervisor, outside agencies, homeless neighbors and others, sufficient to exchange or convey information and to receive work direction; techniques of Non-Violent Crisis Intervention, or other similar program, to safely interact with people who may be mentally ill, abusing substances, or otherwise confused, aggressive or hostile; leadership to coordinate work amongst other team members. Ability to work independently with minimal supervision. Ability to work as a team member. Ability to relate well with clients and staff. Position includes transporting homeless individuals and families and meeting homeless individuals and families in remote areas of the city. This may include visiting locations that may feel dangerous, encountering living conditions that many might feel uncomfortable in, and walking, climbing, and crawling, to get to locations. This position can be psychologically demanding, and you may experience vicarious trauma. Many individuals experiencing homelessness are also experiencing mental health and/or substance abuse issues, which can make communication difficult. This program is committed to housing individuals and families experiencing homelessness as quickly as possible and providing wrap-around services for the individuals and families, regardless of current circumstances of the individuals and families.

PHYSICAL DEMANDS:

Positions in this class typically require: Some strenuous walking - typically 3-4 miles per day, being outside in all types of weather conditions with frequent bending, lifting, kneeling, sitting, crawling, and climbing. Walking on uneven surfaces.

WORK ENVIRONMENT:

Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently and/or up to 10 pounds of force constantly to move objects. Incumbents expected to work outdoors in all weather conditions including rain, heat, cold, humidity. Work is frequently outside of the office and includes frequent travel. Frequent walking will be required. May encounter poor living conditions. May encounter some potentially hazardous environments.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.