

CITY OF CHATTANOOGA

Classification Specification Title: Lead Outreach Coordinator

Department: Community Development

Pay Grade: GS.11

Supervision Received From: Manager Homeless Program

FLSA Status: Exempt

Supervisory Responsibility For: Homeless Outreach Spec

Established: 11/24/21

**Revision Dates: 11/05/25;
4/02/25; 11/24/21**

CLASSIFICATION SUMMARY:

The Lead Outreach Coordinator is a full-time position in the Office of Homelessness & Supportive Housing and will be responsible for overseeing and coordinating efforts to address homeless encampments within our community. This role involves collaboration with various stakeholders, law enforcement, and community members, to develop and implement effective strategies for encampment resolution, cleanup, and the provision of services to individuals experiencing homelessness. The Lead Outreach Coordinator will be a key point of contact for encampment-related issues and will work to ensure a humane and orderly approach to these complex situations. This position will also be responsible for creating and implementing a coordinated plan for ensuring the outreach team equitable serves those experiencing unsheltered homelessness in Chattanooga.

Series Level:

The Lead 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.)

Serves as the direct task supervisor for the Outreach team.

Participates in the hiring process for the outreach team.

Serve as the primary liaison between various stakeholders involved in encampment resolution, including city departments and law enforcement.

Facilitate regular meetings and communication channels to ensure effective coordination and information sharing among partners.

Build and maintain strong relationships with community organizations and residents to foster collaborative solutions.

Oversee and manage the logistics of encampment cleanups, including waste removal, hazardous material handling, and site restoration.

Establish clear protocols and procedures for responding to encampment reports, conducting assessments, and initiating resolution efforts.

Address community concerns regarding encampments and communicate resolution efforts effectively.

Facilitate public awareness and education initiatives to promote understanding and support for strategies addressing homelessness.

Develop and implement strategies for recruiting and engaging new service partners with the OHS.

Follow up with these partners and serve as the main point of contact for the program for the Regional Outreach Cooperative (ROC).

Conduct community outreach and search for opportunities to lead community education events around homelessness and the funds used for supportive housing with the goal of increasing landlord recruitment.

Maintain a digital record of clients engaged, services provided, and donations received in HMIS (Homeless Information System).

Responsible for providing street outreach, case management and service navigation for clients experiencing homelessness as part of the City's efforts to expand homeless outreach services.

The position will be housed within the Office of Homelessness & Supportive Housing.

Incumbents will be required to go into the field to locate unsheltered 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 connecting to services and ultimately finding permanent housing.

Typical responsibilities include: Collaborating with local service providers; driving and walking to remote homeless sites in the wilderness, under bridges, and in rural and urban areas: collect donations of household goods and camp necessities; perform office duties such as paperwork, scheduling, returning client calls; driving to homeless service provider agencies to meet with homeless individuals and families; building a relationship with homeless individuals and families; filling out paperwork with homeless individuals and families; submitting paperwork to correct agency; following up with both the client and other agencies to ensure paperwork is being processed in a timely fashion; attending weekly meetings and making daily reports to Homeless Program.

Coordinate with area service providers as to the location of homeless individuals and drive personal or City vehicles 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.

Learns background of homeless individuals and families living in Chattanooga.

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 unsheltered people.

Supports Housing Navigators and Service Coordinator while working to place clients into housing by completing intakes and supporting clients to address barriers to housing, creating

individualized case plans to achieve goals; provides follow-up case management while the client remains unsheltered.

Collects and enters data into Homeless Management Information System (HMIS).

Through visits with individuals experiencing homelessness, identifies new homeless individuals and families and gathers appropriate information for entry into HMIS.

Engages in the Regional Outreach Cooperative (ROC) by attending meetings and participating in regionally identified outreach priorities in order to effectively pass on necessary communication to homeless individuals and Families.

This will include regularly engaging with other homeless service providers to build relationships with agency staff and individuals experiencing homelessness services.

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

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

Coordinates with Housing Navigators and Service Coordinators to drive individuals and families to look at possible housing opportunities as needed.

Reports on progress daily to the Homeless Program Coordinator.

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:

Bachelor's Degree in social work or a related field and one (1) years of experience in social work or human services activities; or any combination of equivalent experience and education. Must be willing to work as a general case manager, providing on-site services, as staffing and client needs may require.

LICENSING AND CERTIFICATIONS:

Valid Driver's License

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; ability to work independently with minimal supervision; ability to work as a team member; ability to relate well with clients and staff.

SUPPLEMENTAL INFORMATION:

This position requires 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, being outside in all types of conditions, lifting up to 50 lbs., frequent bending, lifting, kneeling, sitting, crawling, climbing. Walking on uneven surfaces.

WORK ENVIRONMENT:

Active to Very Active Work: 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.