One Roof

To equip and empower Central Alabama to end homelessness through advocacy, education and coordination of services.

| Job Title: | Coordinated Entry Outreach Specialist (PEER) | Date: | 06/01/2017 Updated 10/23/2019 |

Job Description:

1 | SUMMARY OF FUNCTIONS:

Coordinated Entry (CE) refers to the practice of conducting in-depth assessments of needs and barriers of homeless people and people at imminent risk of homelessness at the earliest point possible. The goals are to divert people from the system of homeless shelters whenever possible, provide prevention services when indicated, objectively match people with the type, level, and duration of services that best meet their needs and to house the most vulnerable people, including youth, families, Veterans, and our chronically homeless.

One Roof seeks to fill this particular Street Outreach Specialist position with a person with lived experience. ONLY people who have been homeless will be considered for this position.

The Coordinated Entry Street Outreach Specialist will identify and build rapport with homeless individuals and families living on the streets, places unfit for human habitation, or in vehicles. The CA Outreach Specialist will work closely with other CE staff and partner agencies to assist clients in breaking the cycle of homelessness by moving from the street to permanent housing if possible, or to interim housing with rapidly accessing necessary social services, and then rapidly obtaining permanent housing. The CE Outreach Specialist will not case manage clients long-term, but will transition the client to the housing agency.

This Peer Specialist is a fully integrated team member who provides Coordinated Entry Services while promoting client self-determination and decision-making through the sharing of their own lived experience when appropriate. One Roof recognizes that a Peer Specialist will bring a special sensitivity to the work, and may reach the most challenging clients using their own experience as a basis for engagement. A Peer will be expected to provide expertise and consultation to the entire One Roof team to help further a culture in which each person’s point of view and preferences are recognized, understood, respected, honored, validated and integrated into the work we do each day.

2 | MAJOR DUTIES AND RESPONSIBILITIES:

- Provide input into how the coordinated assessment process could interact with both CoC/ESG (Continuum of Care / Emergency Solutions Grant) providers and non-mandated providers and homeless persons they may be serving.
- Develop relationships with and maintain in-depth knowledge of One Roof area (Jefferson, Shelby, and St. Clair counties) homeless supportive housing programs staff (through site visits and direct interaction with providers) as well as their eligibility and assessment criteria.
- Develop relationships with and maintain in-depth knowledge of One Roof area mainstream providers including first responders, local hospitals serving homeless clients, business liaison agencies (CAP), libraries, and others that might have frequent interactions with street homeless clients.
- Perform outreach services, contacting homeless persons in all places where they congregate in the One Roof geographic areas, and providing emergency services as appropriate, all in partnership with other area specialty outreach teams as appropriate (Youth-specific, HIV+ specific, Veteran-specific, Latino-specific, etc.)
- Drive the Outreach vehicles and transport clients as appropriate.
- Collect and maintain client level information as needed to best assess needs and vulnerability while maintaining dignity and respect for participants’ privacy, time, and other considerations.
- Interact with clients using Trauma Informed Care, Motivational Interviewing, Positive Youth Development, Harm Reduction methodologies as appropriate in a culturally sensitive, respectful, and professional demeanor.
- Provide housing and services referrals to individuals identified in the Outreach and Coordinated Assessment process.
- Use the local Homeless Management Information System (HMIS) to record all client interactions.
- Work closely with Continuum of Care Director, HMIS Coordinator, and other agency team members as needed to assure agency goals are reached.
3 | ORGANIZATIONAL RELATIONSHIPS:
Works hand-in-hand with other Coordinated Assessment staff and reports directly to the Coordinated Assessment Coordinator.

4 | EDUCATION AND EXPERIENCE REQUIREMENTS:
- High School Diploma/GED Required; Bachelor’s in Human Services field highly preferred;
- Documentable homelessness experience required
- Knowledge of the agencies and programs within the One Roof Continuum (AL-500).
- At least 2 years experience working respectfully with people in crisis who may have multiple complex needs including but not limited to domestic violence, alcohol and drug addiction, mental health, poverty, physical disability, and homelessness.
- Computer literate -- Microsoft Office suite. Experience with ServicePoint, our local Homeless Management Information System, preferred.
- Ability to work efficiently while paying close attention to detail.
- Ability to work independently while maintaining willingness to accept supervision.
- Must possess and maintain a valid Alabama Drivers License and qualify for coverage under the agency's Automobile Insurance

Description of successful candidate: This person will have the ability to meet deadlines, exhibit critical thinking skills, communicate clearly and anticipate problems, and exhibit strong organization skills and attention to detail. Exemplary attention to detail cannot be over-emphasized. A successful candidate will have excellent communication skills, both oral and written, the ability to manage and organize multiple tasks both short and long-term, and the ability to manage and prioritize time and responsibilities. This person must have excellent customer service skills and the ability to work in a variety of settings including on the streets with potentially mentally ill, substance abusing, hostile clients; in faith-based and non-faith agencies, CoC and non-CoC funded homeless program providers; other community settings, and the office environment. Candidates should be comfortable with public speaking and the occasional "cold call."

Interested applicants can email their cover letter and resume to jobs@oneroofonline.org

One Roof recruits, hires, compensates, and provides services without regard to race, color, religion, age, gender identity, sexual orientation, national origin, ancestry, political affiliation or belief, veteran status, marital status, or disability status.

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