



## OAK CITY CARES POSITION DESCRIPTION

### *Position Information*

Position Title: Full-Time Outreach Care Coordinator

Department: Oak City Cares (OCC)

Reports To (Title): Director of Programs and Services

Work Schedule:  M-F Hours: 8:30 AM to 5:30 PM  Other: \_\_\_\_\_

Type of Employee  Regular Full-Time  Regular Part Time  Part-Time  Temp  
( $\geq 30$ ) ( $\leq 20$ ) (varies)

Percentage of Travel Required:  0%  10%  25%  50+%

Exemption Status (*HR use only*)

Exempt

Non-Exempt

### *Position Summary*

Summarize the overall function or purpose of this position. This should be a concise description of the job.

The Outreach Care Coordinator will provide support and connections to services for individuals and families currently experiencing unsheltered homelessness in Wake County. The Outreach Care Coordinator will help directly connect clients to the OCC Basic Needs Services and Weekend Meal Programs, as well as on-site partners and other community agencies. They will be an expert diversion specialist providing problem-solving conversations to help clients draw on natural resources to resolve their housing crisis and other needs. In addition, the Outreach Care Coordinator will assess and provide ongoing support and case management for those guests not already connected to a case manager.

### *Duties and Responsibilities*

Indicate as clearly as possible the significant duties and responsibilities that are **essential** requirements of the job. List the duties in order of importance and the approximate percentage of time for each duty. Focus on the major responsibilities rather than detailed work routines.

Outreach and Case Management Duties:

- Locate, identify, and build relationships with unsheltered people experiencing homelessness and engage them for the purposes of providing immediate support, intervention and connections with homeless assistance programs
- Quickly engage with individuals and families referred by Coordinated Entry and other on-site partners
- Proactively identify unsheltered homeless people accessing basic needs services on-site at Oak City Cares and other locations

## *Duties and Responsibilities continued from page 1*

### Outreach and Case Management Duties: (cont.):

- Proactively identify those who are unsheltered in our community through coordination with other street outreach teams in responding to hot spots
- Following recommended best practices and established processes for enrollment of guests in outreach programming, data entry into HMIS, and tracking of demographics and outcomes for participants within the HMIS system
- Customize and tailor services and case management to the specific needs of each participant, jointly designing a plan for services that is respectful of and responsive to the beliefs and practices, sexual orientations, disability statuses, age, gender identities, cultural preferences, and linguistic needs of all individuals
- Coordinate with other outreach providers to ensure that our efforts are geographically, culturally, ethnically, and linguistically diverse, in order to ensure an equitable response to participants' needs

50%

### Assessment Duties:

- Receive referrals from on-site service providers, walk-ins and other collaborative partners
- Conduct standardized screening and assessments for individuals and families who are unsheltered
- Assess client needs and connect client with service and assistance options and provide a direct connection to service providers both on and off-site
- Provide diversion and problem-solving conversations to help clients draw on natural resources to resolve their housing crisis

40%

### Other Duties:

- Collaborate with on-site service providers on the care and follow-up of clients
- Enter client information and record of services into Homeless Management Information System (HMIS) in a timely manner
- Attend Oak City Cares staff meetings
- Participate in meetings with on-site partner agency staff
- Perform other tasks as assigned by the supervisor

10%

## Position Qualifications

### Formal Education (minimal level REQUIRED for this position)

- No minimum education level
- High School Diploma or GED
- Associates or other 2-year degree including technical/trade school
- Bachelor's degree
- Masters or Professional Degree
- Doctorate

Degree in specific subject area:      Degree Type: Social Work or other human services-related field

Concentration: \_\_\_\_\_

### Work Experience (minimum experience REQUIRED for this position)

- Less than 1 year
- 1-3 years
- 4-6 years
- 7-9 years
- 10+ years

Years of specific work experience: Field: Case Mgmt/Homeless Services Years of Experience: 2

### Qualifications

- Ability to work with a wide variety of clientele, with a warm and welcoming attitude
- Ability to deliver services in a manner consistent with the agency's values of human dignity for all and caring, compassionate guest-centered care.
- Ability to be flexible and work collaboratively in a fast-paced, and rapidly changing work environment while maintaining a sense of calm for guests and partners
- Extensive knowledge of housing and homelessness
- Strong de-escalation and mediation skills
- Knowledge of HUD guidelines and experience working with subsidized housing and programs such as Emergency Shelter, Section 8, Shelter Plus Care, Rapid Re-Housing, etc.,
- Current knowledge of best practice models, including Housing First, Coordinated Entry and Assessment, Mental Health Recovery, Harm Reduction, and Critical Time Intervention
- Authorized to work in the U.S.
- Valid NC Driver's License and a vehicle in working order for business use
- Knowledge of and commitment to Catholic social teachings and practices and the mission of Catholic Charities of the Diocese of Raleigh and Oak City Cares

## Position Characteristics

### Physical Requirements/Work Environment

	None	<1/3 of time	1/3-2/3 of time	>2/3 of time
Lifting greater than 20 lbs.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sitting for extended periods	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Standing for extended periods	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Primarily office work	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Primarily outdoor work	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Primarily indoor work	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Prolonged exposure to heat/cold	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Prolonged exposure to loud noise	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Level of Supervision Received (check the option that best describes the position overall)

- Direct Supervision:** Supervisor gives specific instructions on all assignments. Work is reviewed regularly for accuracy and completeness.
- General Supervision:** Supervisor provides continuing or individual assignments by indicating what generally is to be done, limitations, quality and quantity expected, deadlines and priorities.
- Intermittent Supervision:** Supervisor makes assignments by defining objectives, priorities, and deadlines. Assists employee with unusual situations. Employee carries out successive steps and resolves problems in accordance with instructions and policies.
- Administrative Supervision:** Supervisor sets overall objectives and resources available. Collaborate on deadlines, projects, and work to be done.
- Long-Range Administrative Direction:** Employee generally proceeds independently in accordance with general plans, policies, and purposes of the department. Results of work are considered technically authoritative.

*The above statements are intended to describe the general nature and level of work being performed by the individual assigned to this job. They are not intended to be an exhaustive list of all of the responsibilities, duties, and skills required for the position. All employees may have other duties as assigned at any time.*