

Sacramento Steps Forward
Homeless Outreach Navigator Coordinated Entry System
Job Description



Job Title: Outreach Navigator – Meadowview
Department: Coordinated Entry
Reports To: Coordinated Entry Manager
FLSA Status: Non-Exempt

General Description

A SSF Homeless Outreach Worker (SSF Outreach) is a personal advocate for homeless clients. They assist clients with navigating systems of care and accessing housing and services. The Meadowview Navigator will work alongside shelter referral staff to assist clients getting into the Meadowview Navigation Center (Meadowview Shelter).

The incumbent in this position is responsible for working in partnership with the County of Sacramento's homeless provider agencies, law enforcement officers, behavioral health providers and other social service agencies, specifically south Sacramento organizations. The incumbent conducts Continuum of Care Coordinated Assessments (VI-SPDAT, shelter survey, etc.), provides clients with resource information and guides/assists clients in accessing services and other benefits unique to the homeless population. The goal of the Meadowview Navigator is to locate and assist unsheltered female-identifying clients staying in the Meadowview and south Sacramento neighborhoods with accessing shelter and other resources.

Specific Duties

- Conduct outreach activities to unsheltered female-identifying clients in the Meadowview and south Sacramento neighborhoods
- Conduct shelter assessments with unsheltered clients to assist them with getting into the Meadowview shelter
- Conduct Coordinated Entry Assessments (CEA) for client placement and resource navigation
- As appropriate connects clients via phone or in person with employment opportunities, substance abuse treatment, mental health counseling and housing, etc.
- Document all contacts and outcomes in the Homeless Management Information System HMIS
- Develop relationships with federal, state, and local agencies that can serve as referral resources for clients
- Perform special assignments (homeless counts, data processing, presentations etc.)
- Other duties as assigned

Knowledge & Skills Required

- Understanding of the homeless population and their needs
- Strong verbal communication and listening skills
- Good writing and documentation skills
- Knowledge of Sacramento social services and how to access them
- Knowledge of Sacramento housing options
- Exercises extreme patience
- Strong work ethic and ability to work independently
- Problem solving skills

Responsibilities

- Become an authority on Sacramento's Continuum of Care

- Learn and conduct applications through the Coordinated Entry and Assessment System
- Build partnership networks with existing homeless service providers
- Coordinate and facilitate meetings with partner agencies
- Ensure client information is kept confidential
- Make regular and repeated contact with homeless individuals
- Create and maintain a positive relationship with potential clients
- Escort clients to and from appointments
- Make calls and hand-offs to service providers and clients' families
- Receive phone calls on the client's behalf
- Assist clients with accessing services and housing
- Ability to prioritize field work with required paperwork and reports

Personal Relations

Incumbent will work as a team member with fellow SSF Outreach and the larger Integrated Outreach Team.

Incumbent will work closely with homeless service providers, private/public employees, and members of law enforcement to coordinate outreach and client contacts.

Physical Requirements

Incumbent must be able to patrol on foot for an eight hour shift, exposed to all weather conditions (hot, cold, rain, sunshine). Incumbent will be expected to navigate varied terrain, including curbs, sidewalks, grass, uneven dirt, brush, and forested environments etc.

Incumbent must be able to speak English clearly.

Incumbent must be able to operate all equipment (laptops, phone, vehicles, data entry device, etc.) assigned to SSF Outreach staff.

Work Environment

Incumbent will spend the majority of their shift working with homeless clients. The incumbent will work around the general public as well as workers from the public and private sectors. Incumbent may be required to operate a company vehicle in order to attend meetings and access areas of patrol (clients will not be transported in the company vehicle).

Title of whom this position reports to

Coordinated Entry System Manager

Qualifications

Minimum of a High School Diploma

Degree in social work preferred

Must have a Driver's License and required minimum level of auto insurance

Experience

Counseling, homeless outreach, customer service

The incumbent shall work well under pressure and meet multiple, and sometimes competing, deadlines. The incumbent shall at all times demonstrate professional and cooperative behavior with colleagues and supervisors.