



Job Description

Department: Outreach

Position: Street Outreach Case Manager

Reports to: Director of Outreach Services

Summary: The Street Outreach Case Manager (SOCM) works directly with individuals at the Outreach Center and in the community who are presenting as street homeless. The SOCM provides case management, education, harm reduction, and advocacy to help clients connect with community resources, including recovery services, emergency shelter, and permanent housing. Additionally, this position ministers to clients' spiritual needs, provides for their basic physical needs, and documents their homelessness to help them access benefits.

Responsibilities:

- Go into encampments with the Street Outreach Team to provide mobile case management that meets the physical, emotional, and spiritual needs of those living on the streets and help improve their quality of life.
- Through street outreach, build relationships with people who are experiencing unsheltered homelessness by talking with them, praying for them, and encouraging them to engage in services.
- Provide services for people who are living on the streets at The Outreach Center. Services include preparing clients to be document ready, connecting clients to emergency assistance (food, clothing, transportation, medical care, etc.), and connecting them to other services within the organization, as appropriate.
- Partner and collaborate with other agencies and nonprofits to better serve clients.
- Record client information, progress notes, case plan, and services rendered into the client services database. Record information necessary for outcome tracking.
- Document clients who are classified as homeless by HUD in the Homeless Management Information System (HMIS) for Coordinated entry, with all supporting documentation.
- Complete necessary documentation required by appropriate funding sources.
- Develop knowledge base of and partnerships with publicly supported programs and guidelines offered by local, state, and federal agencies.
- Other duties as assigned.

Qualifications:**Personal**

- Willingness to offer spiritual care (i.e. prayer) to clients
- Spiritually mature Christian who is passionate about our vision
- Flexibility in working with volunteers and interns
- Welcoming demeanor when interacting with guests and clients

Education and Experience

- Bachelor's degree preferred, preferably in the area of social work or a related field.
- Must have experience working directly with clients.
- Experience in working as part of a team.
- Experience with MS Word, Excel and Outlook.

Knowledge

- Knowledge of addiction, treatment, and best practices in behavioral health
- Knowledge of client-centered case management approach
- Familiarity with community resources preferred

Skills and Abilities

- Effective oral and written communication skills.
- Ability and stamina to serve and care for people with varying physical and mental disorders.
- Strong organizational skills and ability to prioritize tasks, appointments, and caseload.
- Ability to maintain a high level of confidentiality and discretion.
- Comfortability with saying no to requests for assistance, when necessary.
- Flexibility in work; able to manage changing priorities per needs of the organization.
- Ability to operate standard office equipment for tasks such as timekeeping, reporting, and documentation.
- Ability to operate a vehicle to transport clients as needed. Specific insurance coverage is also required.
- Ability to push, pull, or lift up to 50 lbs. as needed in assisting with in-kind donations.