

# LA FAMILY HOUSING

## POSITION DESCRIPTION

**POSITION TITLE:** Outreach Specialist II

**FLSA STATUS:** Non-Exempt

**DIVISION:** Programs – Engagement

**WORK SCHEDULE:** Full-Time

**LOCATION:** North Hollywood, CA

**SALARY:** \$18.77- \$24.64

### SUMMARY OF THE ORGANIZATION

LA Family Housing is a leader in homeless services and affordable housing development in Los Angeles. We believe that everyone deserves the dignity of a home, and are invested in innovative solutions to ensure their long-term stability. With 35 years of experience, we know what works to end homelessness in people's lives: an individualized approach that combines housing options with supportive services. Our commitment to best practice impacts 11,000 people each year, and our community-based approach allows us to influence how homelessness is addressed in Los Angeles and nationwide. Our growing portfolio of 26+ properties enables vulnerable groups to have access to permanent homes, and our services help them overcome their barriers to overall well-being.

We take tremendous pride in the emergence of our staff as national leaders in innovation, best practices, and policy within housing production and homeless services. From presenting at national conferences to facilitating service collaboration among providers in other regions, we equip our industry to effectively respond to homelessness and ultimately move more people home, together. Join the fight to end homelessness and make a difference in people's lives at LA Family Housing!

### SUMMARY OF RESPONSIBILITIES

Work within the Street-based Engagement Team (SBET) to assess and provide needed mental health referrals, crisis intervention, maintain thorough and accurate records in both written form and through the Homeless Management Information System (HMIS) and collaborate closely with various programs connected to the Department of Mental Health (DMH). Responsible for providing field-based mental health assessments, service referrals, and follow-up referral/service tracking to homeless single adults living on the streets of Service Planning Area (SPA) 2. The Outreach Specialist is responsible for conducting homeless outreach and engagement services within a 4-person Street-based Engagement Team (SBET) serving homeless single adults in Service Planning Area (SPA) 2. Primary duties include engage homeless single adults via street outreach activities, coordinate referrals and program-linkage to other regional programs serving homeless adults, maintain thorough and accurate records in both written form and through the Homeless Management Information System (HMIS), and collaborate with other homeless outreach entities in the SPA who are part of the Coordinated Entry System (CES). Provide follow-up referral/service tracking to homeless single adults living on the streets of Service Planning Area (SPA) 2.

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## SPECIFIC DUTIES

- Provide mobile, field-based, outreach to homeless single adults living on the streets of SPA 2
- Work within the goals of CES to reduce street homelessness by linking program participants to mental health, health services, housing services, and other supportive services for which they are eligible
- Motivate homeless individuals to engage in outreach services and associated community referrals that promote well-being by building rapport and providing emotional support to participants
- Work closely with mobile medical team to ensure homeless single adults on the streets are triaged to needed medical care and health care assessment
- Work collaboratively with other outreach entities in the community (LAHSA ERT, LAPD, DMH, VA)
- Assist in participant advocacy towards housing options and completing housing case management tasks with the participant.
- Assisting participants in completing housing paperwork (e.g. HACLA or HACoLA applications) by providing close attention to detail and ensuring accurate completion.
- Assisting participants in completing housing related tasks independently, which include coaching participants to independently search for affordable housing and realistic housing options (e.g. shared housing types).
- Provide crisis intervention as needed.
- Utilizing “Harm Reduction” & “Housing First” philosophies when working with homeless individuals
- Follow-up to ensure that referrals are completed; provide advocacy as needed
- Must maintain thorough and accurate records in both written form and through HMIS
- Attend various, regular staff, agency and community meetings as designated by supervisor
- Drive personal vehicle in and around Los Angeles County and drive agency vehicles periodically to transport clients
- Additional tasks, projects, and responsibilities as assigned by supervisor

## ACCOUNTABILITY AND REVIEW

Position Reports To: Outreach Supervisor

Performance Review: Annual

## DIRECT REPORTS

Number of employees receiving work direction: Zero (0)

Position titles reporting to position: Zero (0)

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*The above statements are intended to describe the general nature and level of work performed. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel in this classification.*

• **Dignity**

• **Perseverance**

• **Collaboration**

• **Leadership**

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## MINIMUM QUALIFICATIONS

### KNOWLEDGE AND SKILLS

- Passion for ending homelessness
- Knowledge and experience in conducting street outreach; understanding of the Coordinated Entry System (CES) and its overarching goal of achieving “functional zero” for those experiencing homelessness
- Knowledge of issues facing homeless single adults (e.g. chronic health, substance abuse, mental health, domestic abuse, resources for undocumented persons)
- Ability to be flexible and work in an environment subject to ongoing change
- Availability to work after hours for crisis calls and/or disaster response
- Knowledge of community social service agencies and resources in SPA 2
- Strong written and verbal communication and interpersonal skills
- Must be able to perform extensive charting, electronic data entry, and documentation
- Must be detail-oriented to review information and ensure accuracy
- Bilingual: Spanish/English preferred
- Experience working with a multidisciplinary team
- Excellent organizational skills and ability to follow through from beginning to end on tasks and projects
- Maintain and execute confidential information according to HIPAA standards
- Obtain and maintain CPR/First Aid Certification
- Ability to pass post-offer Tuberculosis (TB) clearances
- Travel is a regular duty for this position and is required 30% of the time
- Use of a personal vehicle to travel between worksites and other locations is required
- Must have and maintain a valid California Driver’s License and insurance in good standing
- Ability to work a 9/80 work schedule

### EDUCATION AND EXPERIENCE

- Bachelor’s degree in a social service related field with (1) year of direct social service experience or an Associate’s degree in a social service related field and four (4) years of direct social service experience. Equivalent years of experience can be substituted for educational requirement.

## EMPLOYMENT CLASSIFICATION

FLSA STATUS: Non-Exempt

PAYROLL STATUS: Hourly

WORK SCHEDULE: Full-Time

## PHYSICAL DEMANDS, ENVIRONMENTAL CONDITIONS, EQUIPMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to

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enable individuals with disabilities to perform the essential job functions. Employee may be in contact with individuals and families in crisis who may be ill, using substances and/or not attentive to personal health and safety for themselves. The employee may experience a number of unpleasant sensory demands associated with the client's use of alcohol and drugs, and the lack of personal care. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations.

## **BENEFITS**

Health, Dental, Vision, Life, Voluntary Life, 403B Retirement Plan, 529 Education Savings Plan, Long Term Disability, Employee Assistance Program, AFLAC Policies, AFLAC FSAs, Legal Policy, Employee Appreciation Program, Company Sponsored Employee Outings, 9/80 Alternative Work Schedule, Paid Sick, Vacation and 12 Observed Holidays.

## **EQUAL EMPLOYMENT OPPORTUNITY**

LAFH is committed to providing equal employment opportunities for applicants and employees

## **FAIR CHANCE INITIATIVE**

LAFH is in compliance with the Fair Chance Initiative for hiring and will consider qualified applicants with criminal histories

## **HOW TO APPLY:**

Email your resume and cover letter to [HR@lafh.org](mailto:HR@lafh.org)