

LA FAMILY HOUSING

Job Title: Outreach Supervisor

Job Type: Full-time

Location: North Hollywood

Duties & Responsibilities

LA Family Housing (LAFH) helps people transition out of homelessness and poverty by providing a continuum of housing enriched with supportive services. Our model is based on an individualized approach to meet each program participant's unique needs.

This model connects participants to permanent housing and helps them achieve long-term housing stability through a full continuum of services. Through our outreach & assessment process, LAFH connects participants with housing placement combined with supportive services to help thousands of people transition out of homelessness and retain long-term housing stability. We increase our impact through community partnerships and real estate development, supported by financial sustainability.

We base all of our work on **four core values**; *DIGNITY, PERSISTENCE, COLLABORATION, and LEADERSHIP*. Everything we do is connected to one or more of these four values and is reflected in the job duties of each staff position.

POSITION SUMMARY

We are looking to fill a position for an Outreach Supervisor. The Outreach Supervisor is responsible for coordinating and overseeing the daily activities of a 4-person Street-based Engagement Team (SBET) serving homeless single adults in Service Planning Area (SPA) 2. Primary duties include to 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). The position must be able to provide guidance, direction, and clinical support to SBET. The Outreach Supervisor acts as a team member providing outreach services while also coordinating the work of the SBET.

SPECIFIC DUTIES

Collaboration:

- 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 based on eligibility.
- Ensure SBET provides excellent street-based engagement services that allow homeless single adults access to additional community resources and support.

Dignity:

- Work closely with mobile medical team to ensure homeless single adults on the streets are triaged to needed medical care and health care assessment.
- Ensure that persons with a mental health problem are identified; work with the individuals to develop a mental health service plan, if desired.

Leadership:

- Provide guidance to SBET staff when working with persons in crisis or experiencing

symptoms of mental and/or physical illness.

- Oversee the enrollment and case-noting of engaged individuals into the SBET program in the Homeless Management Information System (HMIS).

Perseverance:

- Follow-up to ensure that referrals are completed; provide advocacy as needed.
- Keep detailed logs of SBET outreach activities.
- Must maintain thorough and accurate records in both written form and through HMIS.
- Attend various, regular staff, agency and community meetings as designated.

Education, Experience and Skills:

EDUCATION:

- Position requires a minimum of a Bachelor's Degree in Social Work, or related field and three years of experience in social services or an AA degree and five years of experience in social services. Master's Degree Preferred.

EXPERIENCE:

- Based on level of education, three to five years of experience in social services.

KNOWLEDGE AND SKILLS:

- Passion for ending homelessness
- Exercise independent judgment and leadership abilities including ability to make sound decisions
- 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
- Extensive knowledge of issues facing homeless single adults (e.g. chronic health, substance abuse, mental health, domestic abuse, resources for undocumented persons)
- Social Service or non-profit management experience with ability to work with limited supervision
- Ability to train, coach, and mentor in a field-based environment
- 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
- Bilingual: Spanish/English preferred

LAFH 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 11 Observed Holidays.

Equal Employment Opportunity Statement:

•Dignity

•Perseverance

•Collaboration

•Leadership

LA FAMILY HOUSING

EEO: 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.

PHYSICAL ACCOMODATIONS: All candidates must be able to perform the physical demands of the position with or without reasonable accommodation. For a list of physical demands, please refer to the full job description.

To Apply:

Email your resume and cover letter to HR@lafh.org