

ALPHA PROJECT

Where Miracles Happen!



Job Description: Outreach Worker

Status: Full Time, M-F, 7am – 3:30pm

Salary Range: \$20-22 an hour, commensurate with experience and education

Job Description: Outreach Worker, under direct supervision of the Program Director and Supervisor, will be responsible to provide street outreach activities focusing on supporting individuals/families with accessing permanent or temporary housing.

Responsibilities:

- Locate, identify, and build relationships with unsheltered homeless individuals/families residing in Chula Vista and/or National City as well as the Port of SD and engage them for the purpose of providing immediate support, linkages to services, diversion and intervention, and connections with housing navigation resources aimed at ending homelessness;
- Provide housing focused case management/support services is to provide support to participants, through an individualized case management relationship, to help them successfully navigate to permanent housing and maintain permanent housing for a period of up to twelve months after housing placement;
- Complete an initial assessment of needs and eligibility and enter into HMIS & CES;
- Provide crisis counseling;
- Address urgent/immediate needs and linking participants to necessary services to address those needs to include but not limited to food, clothing, and transportation.
- Actively connecting and/or providing referrals to services including, but not limited to: temporary housing facilities and programs, physical health services, mental health services, addiction and recovery services, documentation (e.g. birth certificate, California Driver's License, California Identification Card and/or Social Security card), mainstream Benefits (e.g. Social Security/Social Security Disability), legal services, employment services, housing navigation, permanent housing, domestic violence services, childcare, family reunification, and other community based services
- Communicate and adhere to program policies and procedures and model professional rapport to all clients in accordance with the Operations Manual;
- Complete and submit time sensitive reports to referring entities and/or agents;
- Ensure compliance with organization, contractual, local, state and federal mandates, including confidentiality law;
- Assist with locating affordable housing and completing housing applications and move in;
- Attend meetings;
- Assist with credit repair, budgeting and job search if needed;;
- Provide ongoing support to ensure retention;
- Landlord recruitment and mediation;
- Work collaboratively with partner entities including the Port, National City, City of Chula Vista, and their police departments.
- Perform other duties as assigned by the Program Supervisor/Director.

Qualifications: Outreach Worker will possess these minimum qualifications:

- Clean Driving Record
- 1+ years' experience in Case Management/Outreach working with vulnerable populations and/or mental health settings;
- Bilingual speaker preferred;
- Ability to drive an 8 passenger van, preferred;
- Working knowledge of Microsoft Office (Outlook, Word, Excel);
- Ability to work independently and manage time effectively;
- A positive attitude that is flexible and adaptable to a changing environment;