



Outreach Coordinator-Public Safety Department

Definition:

Under the supervision of the Director of Public Safety Services or designee, perform outreach services, including contacting homeless persons in all places where they congregate in the City and educating the public on homelessness. Assist in the education and outreach to the public on the topic of homelessness including coordination with local resources to address the needs of those who are homeless and those who are impacted by the homeless population.

Essential Job Duties:

The following tasks are essential for this position. Incumbents in this classification may not perform all of these tasks, or may perform similar related tasks not listed here.

1. Provide field outreach, information, referrals, linkages, and advocacy to assist the homeless in accessing services and resources.
2. Provide crises intervention for homeless in the community.
3. Provide outreach and education to the community and business owners to identify homeless and assist with homeless related matters.
4. Attend homeless collaborative meetings and network with other agencies and coalitions.
5. Reviews patterns of homeless activity from law enforcement and other data sources; produces computerized graphics, bulletins, charts and maps illustrating designated homeless activity and other relevant and requested variables.
6. Assist in updating the Emergency Operation Plan to include homeless
7. Assists in conducting various surveys and studies by compiling and reporting data.
8. Assist in the coordination of public information distribution and public relations related to homelessness.
9. Assists with covering the front desk on an as needed basis.
10. Performs other related duties as required.

Minimum Knowledge, Skill and Ability:

Knowledge of:

- Knowledge of homeless, domestic violence, poverty, and mainstream programs
- Computers and office software applications.
- English usage, spelling, grammar, and punctuation.
- Professional writing techniques.

Skill and Ability to:

- Ability to work with homeless advocacy groups and law enforcement personnel
- Deal with individuals in potentially adversarial situations.

- Read maps and learn the city's geography.
- Ability and desire to work with people from various backgrounds
- Prepare clear, concise, comprehensive and accurate reports and other written materials.
- Develop relationships with individuals as well as a variety of service stakeholders (school, health and public benefit agencies)
- Good problem solving and conflict resolution skills
- Plan, organize, prioritize, and perform duties as assigned with minimal supervision.
- Operate standard office equipment, a personal computer, and relevant software in a Mac and PC environment.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with the public and all levels of staff and management.
- Adapt in a high-volume, fast-paced working atmosphere with multiple activities.

Training and Experience:

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities could be considered qualifying. A typical way to obtain the knowledge, skills, and abilities would be a high school diploma or equivalent and 1-3 years experience working with homeless families/individuals or people in recovery. Bachelors Degree in Psychology, Sociology or College coursework in social services or related fields desirable.

Licenses and Certificates:

Possession of a valid California driver's license is required by the date of hire. Ability to obtain CPR/First Aid Training, Incident Command Systems and Community Emergency Response Team Certification. Must complete a personal background questionnaire and pass an extensive background investigation.

Physical Requirements and Working Conditions:

- Requires vision (which may be corrected) to read small print.
- Requires the mobility to stand, stoop, reach, and bend.
- Requires the ability to stand for long periods.
- Requires the ability to walk long distances.
- May be required to work in inclement weather without effective protection from sun, cold and rain.
- May be required to work within enclosed spaces or at heights above ground level.
- Required to traverse hilly and rocky terrain.
- May be required to use personal vehicle in the course of employment.
- Required to attend periodic evening meetings and/or to travel within and out of City boundaries to attend meetings.
- Required to work evenings or weekends, as necessary.
- Requires an updated tuberculosis test
- May be in contact with individuals and families in crisis who may be ill, using alcohol and drugs, and who may not be attentive to basic personal hygiene, health and safety practices.

- May experience a number of unpleasant sensory demands associated with the clients use of alcohol and drugs, and lack of personal hygiene.
- Requires being ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations.