

# CITY OF LOS BANOS

## Job Description

<b>POSITION TITLE</b>	HOMELESS OUTREACH COORDINATOR
<b>DEPARTMENT</b>	COMMUNITY & ECONOMIC DEVELOPMENT
<b>EMPLOYMENT CATEGORY</b>	REGULAR
<b>EMPLOYMENT LEVEL</b>	STAFF

### **DEFINITION**

Coordinate existing services for the homeless in areas such as prevention, early intervention, emergency and support services; develop and implement new strategies in collaboration with other agencies; provide staff assistance to the Housing Program Manager and Community & Economic Development Director; organize and participate in public outreach, education, and advocacy efforts; perform research, report and grant writing; and act as an advocate for individuals experiencing homelessness in Los Banos.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direct supervision from the Housing Program Manager and general direction from the Community & Economic Director. May exercise general supervision to clerical staff when necessary.

### **EXAMPLES OF ESSENTIAL DUTIES**

Duties may include, but are not limited to, the following:

- Reliable and dependable attendance and punctuality.
- Coordinate activities with other agencies and sectors of the community.
- Organize and maintain complex and extensive files and records.
- Attend and provide support at various meetings.
- Type a wide variety of material from rough draft copy, notes, or verbal instructions.
- Provide clerical support to the department manager and director including drafting, composing and filing official City correspondence.
- Research and develop a variety of policies and procedures.
- Assist clients with navigating additional systems of care, including housing, homeless certification, connections to various 101 service providers, and access to the Family Reunification Program.
- Work in partnership with behavioral health providers, social service agencies, the Homeless Outreach Team (HOT), and various levels of law enforcement.
- Assist and provide clients with the resources, guides, and information about accessing services and other benefits unique to the homeless population through Street Case Management & Housing Navigation.
- Maintain data and statistics on the City's existing homeless population and services.
- Research and develop grants, donations and other funding sources; write reports.

- Provide a presence and monitor homeless campsites throughout the City.
- Receive, investigate, and respond to complaints of violations of local and state laws, ordinance, or codes and regulations related to homeless campsites designated by the City.
- Conduct interviews with campers and those who need services to better assist in coordinating social services.
- Participate in prevention activities by working with various departments, groups, and individuals on addressing issues, concerns, and complaints.
- Monitor homeless camp activities and notify city staff of any health, safety, and maintenance issues.
- Report to management on emerging and urgent issues related to homeless campsites throughout the City.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Perform other related duties as assigned.

**Knowledge of:**

- Pertinent local, State, Federal rules, regulations and laws.
- Basic principles and practices of service provisions to the homeless.
- Program planning, development and coordination.
- Community Outreach, advocacy and public education.
- Methods and techniques of research funding sources, fund raising and grant writing.
- Municipal government organization.
- Modern office procedures, methods and computer equipment.
- Principles and practices of work safety.

**Ability to:**

- On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and intermittently carry weight of 10 pounds or less.
- Research and prepare detailed and comprehensive reports.
- Develop creative and effective solutions to complex problems and issues.
- Develop and implement goals, objectives, policies and procedures for programs.
- Exercise independent judgment.
- Work cooperatively with diverse agencies, service providers and community groups.
- Communicate clearly and concisely, both orally and in writing.
- Manage difficult situations by displaying assurance under pressure.
- Understand and carry out oral and written instructions.
- Establish and maintain effective working relationships with those contacted in the course of work.

**MINIMUM QUALIFICATIONS**

- Must be age eighteen (18) by date of application.
- Equivalent to completion of the twelfth grade.
- Possession of, or ability to obtain, a valid California Class C driver license.
- Four (4) years of increasingly responsible experience in the field of social services with homeless or low-income services.
- Experience working with diverse agencies and community groups in a local government or non-profit agency preferred.

**DESIRED QUALIFICATIONS**

- Bachelor's degree from an accredited college or university in social sciences, or a related field.
- Experience working for a public agency.

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