

Central Iowa Shelter & Services Employment Opportunity

Position Title: Street Outreach - Centerville

Schedule: Monday – Friday; evenings and weekends as needed

Classification: Part-Time, non-exempt

Office Location: Centerville, IA

Salary: \$16.00 - \$19.00 per hour | **Pay Level:** II

Reports to: Director of Housing

Travel Requirements: Travel within the community is required.

Note: Individuals with lived experience are encouraged to apply.

Position Overview:

This position is a direct service position that serves individuals and families who are experiencing homelessness throughout the Centerville and Rolling Hills area. These clients are unsheltered, living on the streets, in places not meant for human habitation, and identified as frequent users of emergency services such as shelter, or hotel stays. The fundamental goal of this position is to identify unsheltered people experiencing homelessness through direct street outreach activities and through community referrals from mental health, hospitals, local law enforcement and municipalities and other social service agencies. In identifying the highly vulnerable, the Street Outreach Worker will administer assessment tools, facilitate placement into emergency housing/shelter, if needed, and connect to social services and permanent housing.

Duties and Responsibilities include:

- Develop and maintain a schedule of regular street stops while remaining flexible.
- Initiate the process of engagement to support additional services, build trust and rapport by offering emergency assistance such as food, clothing, sleeping bags, etc.
- Provide street outreach in targeted areas to respond to public issues of homelessness as it relates to inappropriate conduct or conduct that may make others within the community feel uncomfortable
- Utilize trauma-informed care, person centered and culturally competent principles in providing services to clients
- This position may include early morning and/or evenings.
- Complete a Vulnerability Index Service Prioritization (VI-SPDAT) to determine vulnerability and acuity of people experiencing homelessness during street outreach as well as other outreach and referral processes.
- Assist people experiencing homelessness with accessing resources and making referrals; continue to engage with unsheltered people experiencing homelessness until shelter or permanent housing is obtained.
- Provide advocacy for people experiencing homelessness when they encounter barriers.
- Provide crisis intervention and problem-solving assistance to clients to assist in accessing service
- Collaborate with other agencies in the region to provide team outreach services.
- Assist in identifying appropriate housing and completing housing applications.
- Maintain complete client records, daily activity logs, mileage logs, and other reports as directed.

- Establish and maintain positive, productive working relationships with mental health programs, shelter programs, police (and other local officials), and providers of services and resources to people experiencing homelessness.
- Attend team meetings, case conferences, training workshops and community meetings as needed.
- Participate and lead the Point in Time Count.
- Other tasks as assigned.

Qualifications:

- 1 year of experience working with individuals experiencing homelessness.
- Associate degree in Human Services or Social work; bachelor's degree is preferred.
- Strong written and verbal communication skills
- Strong attention to details, and the ability to manage multiple projects, establish workload priorities, and meet deadlines.
- Proficiency in Microsoft Word and Microsoft Excel
- Reliable transportation, possession of a valid driver's license, and maintenance of automobile insurance coverage
- CISS reserves the right to require a motor vehicle record check with respect to any employee where driving is an essential function of the position.
- Ability to establish and maintain professional boundaries and execute confidential information.
- Ability to work independently as well as within a team setting.
- Able to work with minimum day-to-day supervision.
- HMIS certified (Ability to obtain HMIS certification within 3 months of hire date.)

Physical requirements and work environment:

- While performing the duties of this job, the employee is regularly required to use hands and fingers, feel, talk and hear.
- The employee is frequently required to sit, stand and walk.
- Ability to lift up to 40lbs.
- Work will be performed either in an office environment or in the field.
- Must be willing to travel as needed to perform job requirements.
- Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this position.

Benefits:

Part-Time employees are eligible for Paid Time off after 6 months of employment.

Central Iowa Shelter & Services is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.