

Position: Street Outreach Case Manager

Reports to: Outreach Emergency Services Program Manager

FLSA Status: Non-Exempt

Full or Part-time: Full - time

Summary

The Street Outreach Case Managers role is to proactively engage with individuals experiencing homelessness in public places such as gas stations, streets, parks, and other outdoor settings. This role emphasizes building trust and relationships with a highly vulnerable population, providing immediate support and linkage to essential services, and coordinating with broader community resources. By conducting regular street-based outreach efforts, the case manager acts as a bridge, facilitating the transition from life on the streets to stable housing and essential supportive services, thereby reducing the prevalence of homelessness and improving individual well-being in the community.

Primary Responsibilities

- **Organizational Support:**
 - Collaborate proactively with the HOPE Atlanta organization and team members to uphold the mission and vision.
 - Attend and contribute to monthly department meetings and participate in HOPE Atlanta community events.
- **Client Engagement and Assessment:**
 - Actively engage and build trust with individuals experiencing homelessness through regular and assertive street outreach, ensuring a focus on various vulnerable groups such as the elderly, chronically homeless, disabled veterans, HIV/AIDS patients, LGBTQ community, victims of human trafficking, and more.
 - Assess individuals for service eligibility and swiftly conduct intake processes within the Client Track HMIS system.
 - Develop personalized Individual Service Plans (ISP) addressing both immediate needs and long-term goals.
- **Service Provision and Referrals:**
 - Link individuals to relevant agencies and mainstream benefits, ensuring they access vital services such as healthcare, childcare, housing counseling, and more.
 - Offer crisis counseling and emergency services as and when required.

- Assist clients in gathering essential documents like IDs, birth certificates, social security cards, and pertinent HUD McKinney forms, paving the way for a smooth transition to housing solutions.
- Transport clients when necessary and support with housing application processes.
- **Documentation and Reporting:**
 - Maintain meticulous client files, ensuring they are up-to-date within the Client Track HMIS system.
 - Document client interactions, progress, barriers, and services rendered in a timely and efficient manner; case notes should be updated in the HMIS system within 72 hours of contact.
 - Produce monthly reports, detailing outreach activities and outcomes, and submit to the program manager.
- **Collaboration and Community Engagement:**
 - Work alongside partners and stakeholders to focus outreach efforts on specific, high-need locations, determining needs and priorities.
 - Enroll all engaged clients into the Coordinated Entry (CE) system and ensure they are enrolled in outreach and navigation within a 72-hour window.
 - Construct and regularly update a by-name list for effective client tracking and prioritization.
 - Engage in consistent follow-ups with clients who may be initially hesitant about accepting services, ensuring they are not left behind.
 - Actively participate in the annual Atlanta CoC Point in Time count (PIT), designating and collaborating with a PIT contact for related tasks.
 - Maintain consistent communication with partner agencies to ensure seamless service delivery.
- **Additional Responsibilities:**
 - Stay adaptable, undertaking other duties as assigned, and always prioritizing the welfare and stability of clients above all else.
 - Outreach team members may be required to provide services outside of traditional 9-5 hours, as needed to ensure individuals are engaged and reflected in by name lists. *This may include early morning and evening visits where needed.*

Knowledge, Skills and Abilities

Knowledge:

- Homelessness Issues: Understanding the complex reasons behind homelessness, including socio-economic factors, mental health, addiction, and systemic barriers.
- Local Resources: Familiarity with local community resources, shelters, healthcare facilities, and social services.
- Legal and Ethical Standards: Knowledge of legal obligations, privacy standards, and ethical considerations specific to homeless outreach and case management.
- HMIS System: Proficiency in the Homeless Management Information System (HMIS) and its various functionalities.
- Proficient in MS Office Suite, Pathways, and database systems, etc.

Skills:

- **Communication:** Ability to communicate empathetically and effectively with a diverse range of individuals, understanding and respecting cultural and personal differences.
- **Crisis Intervention:** Proficiency in de-escalating tense situations, offering immediate counseling, and providing guidance during emergencies.
- **Documentation:** Competency in maintaining detailed and accurate records, following organizational and legal guidelines.
- **Organization:** Skill in managing multiple tasks simultaneously, ensuring all clients receive timely and appropriate care.
- **Problem-Solving:** Ability to think critically and develop solutions in real-time, especially in challenging or unpredictable situations.
- **Technical Proficiency:** Ability to utilize digital tools, databases, and software relevant to case management.

Abilities:

- **Adaptability:** Capability to adapt to dynamic situations, understanding that street outreach can present unforeseen challenges.
- **Interpersonal Sensitivity:** Ability to relate to clients in a compassionate, non-judgmental manner, fostering trust and rapport.
- **Teamwork:** Ability to work collaboratively with team members, partner agencies, and other stakeholders, recognizing the value of collective effort.
- **Initiative:** Proactively identifying needs, reaching out to clients, and connecting them to services even when faced with resistance or apathy.
- **Cultural Awareness:** Sensitivity and understanding toward various cultural, social, and personal backgrounds, ensuring an inclusive approach to case management.
- In addition to the above, an effective Homeless Street Outreach Case Manager should have an innate passion for service, a commitment to human dignity, and a deep understanding of the multifaceted challenges faced by individuals experiencing homelessness.

Qualifications/Requirements

- Bachelor's degree in social work, psychology, public health or in related field of social services and (2) two years' experience working with homeless population or some equivalent combination of education and experience.
- Experience working with persons experiencing homelessness.
- Experience conducting outreach (places/spaces not meant for human habitation, i.e., street/sidewalks, highway off-ramps, under bridges, encampments, abandoned buildings)
- Possess a valid Georgia driver's license, with a good driving record and reliable transportation.