



JOB DESCRIPTION

Housing Outreach Coordinator

Reporting to: Manager, Housing Services

EEO Category: Professionals

Created: 2/6/20

Employee Type: Grant Position

FLSA Classification: Non-Exempt

PRO: Community Based - Clinical

Modified Date:

POSITION SUMMARY

The Housing Outreach Coordinator's main responsibility will be finding, referring, and connecting potential program participants into treatment. This position will be highly mobile, as street outreach, homeless shelter outreach, and engagement with law enforcement and other local resources will be a main point of connection

ESSENTIAL RESPONSIBILITIES

Outreach

- Must participate in outreach activities to seek homeless individuals, which includes street outreach, going to homeless shelters, connecting with law enforcement, and other local agencies
- Must assist homeless individuals in navigating through Aspire's continuum of care, and ensuring they are connected to behavioral health care, primary care, addictions treatment, Employment Services, Housing Services, and Entitlement services.
- Must maintain the Housing referral list, ensuring that all referrals are contacted in a timely manner
- Provide participants with ongoing assessment, matching changing needs with appropriate services and referrals
- Market the program within Aspire and to external referral sources by coordinating the establishment of networks among community resources
- Educate participant, family members and lateral contacts on housing related case management issues

Coordination and Communication

- Build and maintain caring and trusting relationships with participants and family members
- Build and maintain a strong network of external relationships (which may include Region 8 Homeless Committee members, Community Service Council, community agencies, etc.)
- Become knowledgeable regarding community resources and maintain a strong referral network
- Serve as a team member for the program, and work in tandem with applicant and support systems to assist with community resources as requested by participants
- Maintain involvement in Region 8 Homeless Planning Council
- Assist and/or link participants with financial matters, benefit management and maintain associated paperwork (e.g., Township Trustee Appointments, Salvation Army Appointments, HUD paperwork, etc.)

Reporting and Documentation

- Keep thorough and accurate progress notes, document next steps
- Maintain case and agency paperwork according to Aspire and funder's (IHCD, HUD, FHLBI, etc.) standards or requirements
- Maintain spreadsheets of all participants assistance provided and monitor unspent funds as to not exceed award amounts



- Timely completion and maintenance of agency paperwork according to Aspire standards and as required by external agencies, as well as internal unit and organizational reports and documentation
- Timely completion of all required unit and/or organizational reports and/or documentation according to policies and procedures (e.g. PTO requests, expense sheets, training requests, TB documentation, etc)

Professional Development

- Complete and maintain compliance with required trainings and education required for the position
- Participate in appropriate team and/or administrative meetings, assigned committees, in-services, and other continuing education/training
- Proactively create and execute a professional development plan to stay current within the field

Core Values

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibility; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion

Position-Specific Competencies

- **Flexible** – Ability to move between multiple locations for sessions, quickly adapt to the consumer and the location and address emergent situations
- **Problem-solver** – Critical, creative thinker in solving problems and reaching goals with consumers
- **Collaborative** – Work cooperatively with consumer and family members (if applicable), as well as outside treatment agencies, to reach recovery goals identified in consumer treatment plan
- **Detail-oriented** – Exercise organizational discipline in maintenance of accurate documentation systems and case management practices

CRITICAL FUNCTIONAL SKILLS & KNOWLEDGE

Education

- High School Diploma or equivalent required
- Associate's degree in behavioral science highly preferred; equivalent experience may be considered.

Experience

- One (1) year of case management experience preferred
- Knowledge of and ability to relate to community resources preferred

Other

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Knowledge and application of utilizing social service systems (school systems, child welfare, corrections, etc.) highly preferred
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, postage meter, etc.)
- Must be detail oriented, have excellent organizational skills and be flexible



- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Shows appreciation for and ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Must comply with all Aspire policies and procedures, including Aspire Indiana's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates and/or agents
- Must possess/maintain a valid driver's license, current automobile insurance, and a driving record that meets the guidelines and requirements of the organization
- Must have the ability to use private car to transport self and others
- Display a positive work ethic

PHYSICAL DEMANDS & WORKING CONDITIONS

The nature of work may generate considerable physical (transporting, moving, assisting participants, etc), mental and visual demands. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Mobile office environment with heavy travel within the community
- Heavy exposure to PC and phones
- Daily, weekly, monthly and annual deadlines
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Manual dexterity sufficient to operate keyboard, copier, telephone, calculator, and the ability to write and/or type
- Ability to be physically mobile (stand, walk, sit, climb, bend) throughout work hours
- Must be able to occasionally lift and/or move 50 or more pounds
- Must be able to respond appropriately in crisis situations and manage physically threatening consumers by following Aspire protocols

Background Checks

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Sex Offender Registry Search, State Central Registry Check, Driving, History Record, Employment Verification, Education Verification, and Professional References

Supervisory Responsibilities

This position has no supervisory responsibilities

Work Hazard Category

Category II - Tasks that may involve exposure or potential exposure to blood, body fluids or tissues. Appropriate protective equipment will be readily available to every employee engaged in Category II tasks.

Employee Statement of Understanding



I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with customers and fellow employees.

Employee Signature

Date

Printed Name