

POSITION SUMMARY:

This is part-time position and the work schedule shift needed is Wednesday and Thursday from 7:30 am - 4 pm.

The Community Outreach Liaison is responsible for upholding Hospitality House's "Good Neighbor Policy" and "Mutual Respect Code." As a member of the Outreach Team, the Community Outreach Liaison is also tasked with ensuring that those living on the streets are provided with referrals and linkages to social services. When appropriate, the Community Outreach Liaison will respond to concerned residents and business owners involving homeless residents to try and alleviate calls into to Grass Valley Police Department. The Community Outreach Liaison will walk the Brunswick Basin throughout his/her shift to check in with neighbors and business owners; educate homeless people about Hospitality House's "Good Neighbor Policy;" and offer transportation when a homeless resident is unable to take the bus or walk to his/her desired location. Minimizing neighborhood tension and enhancing community rapport is at the heart of this position.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Outreach support

- Enforce the Good Neighbor policy by issuing violations for guests and clients affiliated with Hospitality House, notifying shelter staff of infractions when appropriate.
- Support disabled and emotionally distraught homeless individuals to utilize HAT.
- Deescalate tensions between homeless people and business owners.
- Respond to business owners' requests for service.
- Respond to shelter needs.
- Respond to phone calls promptly, working toward reducing the number of phone calls to Grass Valley Police Department whenever possible and appropriate.
- Support Outreach team (Shelter Case Manager(s), Shelter Monitor Supervisor, Program Manager, and Supervising Outreach Case Manager).
- Other duties as assigned.

Communication

- Respond to requests from Program manager and Shelter Monitor Supervisor regarding infractions of either the "Mutual Respect Code" or the "Good Neighbor Policy" and other shelter needs.
- Be proactive in engaging homeless individuals to access services and resources.
- Report criminal activity as it occurs to law enforcement.

- Follow up with business owners regarding incidents while maintain confidentiality of individuals served.
- Communicate with the Supervising Outreach Case Manager, and the Homeless Access Transport (HAT) Driver daily and notify them of any red flags or outstanding issues.
- Maintain an outreach contacts log and update it daily logging interactions with homeless as well as business owners.
- Other duties as assigned

Administrative

- Complete all required documentation daily, including all relevant data into the Homeless Management Information System (HMIS), ensuring accuracy and timeliness.
- Support Hospitality House's effort to adhere to all elements of the its conditional use permit.
- Other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

Preferred: Associate's Degree (A.A.) or equivalent from a two-year college or technical school related to the field of work (social services, health and human services); or six months to one-year related experience and/or training; or equivalent combination of education and experience.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Electronic Mail Software (Gmail preferred); internet programs (including online payroll system Hub"); database systems, Homeless Management Information Systems (HMIS) preferred; Microsoft Word

CERTIFICATES, LICENSES, REGISTRATIONS:

- Must have a current and valid driver's license with a clean record.
- Emergency Medical Technician (EMT) preferred.

OTHER SKILLS, ABILITIES, AND QUALIFICATIONS:

- Knowledge of modern office practices and procedures, including the operation of data processing and personal computer systems and other standard office equipment.
- Knowledge of health and safety standards.
- Use initiative and independent judgment within established guidelines.
- Understand and carry out oral and written directions. Ability to communicate clearly and effectively with others.
- Prioritize work and coordinate multiple activities with potentially competing deadlines.
- Flexible and open to direction, accepting constructive feedback readily.
- Possess strong organizational and planning skills.
- Establish and maintain positive and cooperative working relationships with those contacted in the course of work, including a culturally diverse general public, with a focus on quality service to internal and external customers.
- Asks for guidance and assistance when needed as opposed to performing duties without clear understanding.
- Self-directed with the demonstrated ability to manage multiple projects and multiple priorities. Ability to take ownership of projects and see them through to completion.
- Ability to work independently with minimal supervision.
- Must be able to communicate clearly and effectively with others.
- Ability to work within a team structure, interacting with staff, volunteers, the general public and shelter guests both individually and in a group setting.

HH Employment is available to eligible people regardless of religion, race, color, national origin, sex or disability.

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