



POSITION DESCRIPTION

Position: **Community Outreach Liaison**

Status: Non-Exempt

Reports to: Outreach Manager

Schedule: Full-time; 40 hours per week;
hours may vary

Date Prepared: July 1, 2019

POSITION SUMMARY:

The Community Outreach Liaison is responsible for interacting with local service providers, businesses and community members to educate and enroll individuals who are eligible for the Community Medical Service Program. The Community Outreach Liaison will connect Community Medical Service Program participants as well as homeless individuals to medical services assisting with transportation to and from medical appointments. Duties also include linking homeless individuals with social and medical services. When appropriate, the Community Outreach Liaison will respond to concerned residents and business owners to alleviate service calls into Grass Valley Police Department. Minimizing neighborhood tension and enhancing community rapport is at the heart of this position.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Identify and educate potential candidates on Community Medical Services Program through connections with Probation, local service providers, and local businesses notifying them of the program and its eligibility requirements and sign up applicants who qualify.
- Build relationships with medical providers, law enforcement, and Community Medical Services Program clientele to improve the connection to appropriate services.
- Liaison with members of the hospital, law enforcement, and the Crisis Stabilization Unit to navigate homeless individuals into services and to build positive working relationships with service providers.
- Engage homeless individuals in daily conversation.
- Transport clients to medical appointments and connect them to a medical service (i.e. Chapa De, Western Sierra Medical Clinic, etc...)
- 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 Homeless Access Transport van.
- Deescalate tension between homeless individuals 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 the Outreach Team (Shelter Case Managers, Shelter Supervisor, Operations Manager, and Outreach Manager).
- Respond to requests from the Program Manager and Shelter 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 maintaining confidentiality of individuals served.
- Communicate with the Outreach Team, Outreach 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.
- Complete all required documentation daily, including all relevant data into the Homeless Management Information System (HMIS), ensuring accuracy and timelines.
- Support Hospitality House’s effort to adhere to all elements of the conditional use permit.
- Other duties as assigned.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

- Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Technical Skills – Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Interpersonal

- Customer Service – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- External Working Relationships – Develops and maintains courteous effective working relationships with clients, vendors and/or other representatives of external organizations.
- Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Initiative – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

Communication

- Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and seeks clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Written Communication – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Leadership

- Quality Management – Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- Motivation – Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence.
- Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives.
- Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Innovation – Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas.
- Diversity – shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment.

Organization

- Business Acumen – Understands business implications of decisions.
- Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
- Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Quantity – Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- Safety and Security – Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

ATTENDANCE:

Must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

BUSINESS NECESSITY:

The needs of Hospitality House may be dependent on responding to and anticipating rapidly changing external and internal demands in all aspects of how business is conducted. This may include, but is not limited to, organization structure, finances, goals, personnel, work processes, technology, and customer demands. Therefore, it may become necessary to make modifications to how business is conducted, and work is accomplished, with minimal or no advance notice to employees. Accordingly, the employee must be capable of adapting with minimal or no advance notice, to change in how business is conducted, and work is accomplished, with no diminishment in work performance.

SAFETY AND SECURITY:

All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

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 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.

LANGUAGE SKILLS: Ability to read and interpret documents such as schedules, safety rules, operating and maintenance instructions, and procedure manuals. Ability to read and write routine office communications, schedules, lists and emails. Ability to speak effectively with groups of volunteers, members of the general public and employees of the organization.

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.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand for long periods of time, walk, bend, kneel, squat, push, climb step ladders, and stoop, and occasionally sit; use hands to finger, handle, or feel; reach with hands and arms; talk, and hear.

The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Must have the ability to travel across, up and down a variety of surfaces (stairs, ramps, uneven terrain).

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typically moderate to high with high levels of distraction.

Office and outdoor work environment; temperatures vary depending on seasonal weather; exposure to loud noises and outdoor elements.

NATURE OF SUPERVISION RECEIVED:

Must be able to work independently toward attainment of operational goals and contract compliance.

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

This job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Printed Name: _____ Date _____

Signed: _____