

*This full-time position is located in Grass Valley, California (a halfway point between Lake Tahoe and Sacramento).*

Hospitality House began as a shared vision in 2005 when concerned Nevada County citizens came together to help individuals struggling with homelessness. After operating as a nomadic shelter for eight years, Hospitality House opened its doors as an emergency shelter, Utah's Place, in 2013. It became the first and only permanent homeless shelter in Nevada County and remains the only general use emergency shelter today. Hospitality House plays a critical role in the community, offering emergency shelter, street outreach, food, clothing, job training, customized case management, mental health counseling, enrichment classes, transportation, recuperative care, pet-care, housing assistance, and homelessness prevention services.

If you share our vision of helping Nevada County residents return to housing with care and compassion, we invite you to join our team! The Outreach Case Manager, Drug and Alcohol Counselor plays a critical role on the frontlines of addressing homelessness in our county. The ideal candidate brings a passion for helping others, experience working with vulnerable populations, and a can-do attitude.

### **POSITION SUMMARY**

Under the direction of the Outreach Supervisor, the Outreach Case Manager, Drug and Alcohol Counselor is responsible for resource linkage, case management, drug and alcohol counseling, and other support for individuals experiencing homeless in Nevada County. The Outreach Case Manager also serves as a community liaison responding to concerned citizens and business owners in an effort to help clients and reduce the need for law enforcement intervention. The Outreach Case Manager also works to help minimize neighborhood tension, enhance community rapport, and help clients uphold Hospitality House's "Good Neighbor Policy" and "Mutual Respect Code."

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Engages individuals experiencing homelessness in the community and help them access services, providing opportunities that lead to permanent housing solutions
- Helps disabled and emotionally distraught homeless individuals utilize Hospitality House transportation services including the Homeless Access Transportation (HAT) van.
- Responds to concerned citizen and business owner phone calls promptly, deescalating situations in an effort to help community members and reduce the number of calls to law enforcement.

- Works collaboratively with the partnering agency teams and local service providers.
- Connects clients with drug and alcohol treatment programs.
- Facilitates and participate in camp cleanup events; managing the associated resources. (i.e. hand tools, garbage bags, and personal protective equipment.)
- Collects data including demographic information, services, and referrals.
- Inputs data including but limited to client case plans, intakes, and six-month follow-ups into secure and relevant databases timely and accurately.
- Responds to requests from shelter staff regarding infractions of the “Mutual Respect Code”, “Good Neighbor Policy”, and other shelter policies.
- Reports criminal activity to law enforcement timely and accurately.
- Follows up with concerned citizens and business owners regarding incidents while maintaining client confidentiality.
- Communicates with the Outreach Supervisor and Transportation Drivers daily proactively notifying them of any issues.
- Attends community meetings including but not limited to the Housing Resource Team (HRT) and the Homeless Outreach Team (HOT) meetings.
- Communicates with the Outreach Team daily, providing meaningful client case management information.
- Supports Hospitality House’s effort to adhere to all elements of its Shelter conditional use permit.
- Counsels clients on Harm Reduction and other approaches to drug and alcohol treatment providing Narcan and Fentanyl test strips when appropriate.
- Works collaboratively with the partnering agencies team and local service providers.
- Maintains the outreach contacts log daily.
- Shelter duties as assigned.
- Other duties as assigned.

## **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.

### **SUPERVISORY RESPONSIBILITIES**

There are no supervisory responsibilities related to this position.

### **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.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Must have a current and valid driver's license with a clean record.
- Emergency Medical Technician (EMT) preferred.
- Must receive certification in drug and alcohol counseling within six months of hire. Current CDAC certification preferred but not required.

### **OTHER SKILLS, ABILITIES, AND QUALIFICATIONS**

- Three to six months experience providing support to individuals experiencing homelessness or other vulnerable populations preferred.
- Possesses exceptional people skills.
- Has a natural ability to show compassion and empathy while also being firm, fair and consistent in upholding the rules of Hospitality House. Modifies words and actions by gauging individual needs and the state of mind of guests and residents.
- Implicitly understands how to de-escalate situations to encourage the best possible outcome.
- Uses a computer to access, input and retrieve work-related information and to prepare written documents.
- Comfortable working both independently and in collaborative settings.

## **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.

The pay range for this position is \$25-\$26 an hour. Salary depends on drug and alcohol counseling certification status. Individuals with current certification start at \$26 an hour. New hires without current certification start at \$25 and receive \$26 upon completion of an industry recognized certification program. Program completion must occur within the first six months of employment.

