

*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 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 Manager, the Outreach Case Manager is responsible for resource linkage, case management, and support for individuals experiencing homeless in Nevada County. 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**

- Enforce the Good Neighbor policy by issuing violations for guests and clients affiliated with Hospitality House, notifying shelter staff of infractions when appropriate.
- 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 Advocate Supervisor, Program Manager, and Outreach Manager).
- Work collaboratively with the partnering agencies team and local service providers.
- Facilitating and leading camp clean up events and managing the associated resources. (i.e. Hand tools, garbage bags, and personal protective equipment.)
- Data collection including demographic information, services, and referrals.

- Respond to requests from Program Manager and Shelter Manager 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 Outreach Manager, and the Homeless Access Transport. (HAT) Driver daily and notify them of any red flags or outstanding issues.
- Attend Forensic Task Force on Mental Illness
- Maintain an outreach contacts log and update it daily logging interactions with homeless as well as business owners.
- Communicate with the Outreach Team daily and give meaningful information on clients as it pertains to Case Management.
- Complete all required documentation daily, including all relevant data into the Homeless Management Information System (HMIS) and CalAIM data bases, ensuring accuracy and timeliness.
- Support Hospitality House’s effort to adhere to all elements of its conditional use permit.
- Collect information relevant to Outreach Team reporting requirements.
- Other duties as assigned.

## **EDUCATION AND/OR EXPERIENCE**

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), preferred; 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

## **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.

## **SUPERVISORY RESPONSIBILITIES**

This position does not have supervisory responsibilities.

## 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.

## 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

- Experience working with 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. Ability to work independently with minimal supervision.
- Must be able to communicate clearly, effectively and respectfully with others.
- Ability to lead and work within a team structure, interacting with staff, volunteers, the general public and shelter guests both individually and in a group setting.
- Possesses a natural ability to show compassion and empathy while also being firm, fair, and consistent in upholding the rules of Hospitality House.
- Understands the basic principles and practices of hiring, supervising, training, and evaluating staff.
- Possesses a general understanding of employment laws as it relates to managing staff.
- Uses a computer to access, input, and retrieve work-related information and to prepare written documents and reports.

## PAY RATE

\$24.00 - \$28.00 an hour.

*Hospitality House offers a comprehensive benefits package for all full-time employees which includes 100% medical insurance including mental health coverage, dental and vision insurance, long and short term insurance, life insurance, and 401k.*

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