



Heartland
HOUSED

Heartland HOUSED Street Outreach Specialist

Summary:

Heartland HOUSED Street Outreach Specialists will play a critical role in supporting and enhancing street outreach efforts throughout Sangamon County. Street Outreach Specialists are responsible for engaging with individuals experiencing homelessness, building trusting relationships, and connecting them to housing, services, and supports. Using a Housing First approach, the Specialist will prioritize assisting individuals in obtaining stable housing while addressing immediate needs and barriers to care.

This position is part-time and reports to the Heartland HOUSED Executive Director. Schedule can be flexible with an emphasis on evenings and weekends, anticipated 5 to 10 hours per week.

Position Duties and Responsibilities:

- Conduct regular outreach to unsheltered individuals in areas such as encampments, parks, and streets specifically where unsheltered individuals congregate
- Establish trust and rapport through consistent, respectful, and non-judgmental interactions.
- Educate individuals about housing opportunities and support them on their path to permanent housing including collaboration with housing navigators and case managers to ensure continuity of care.
- Assess individual needs and strengths to support unsheltered individuals accessing services
- Support individuals in obtaining documentation required for housing (e.g., IDs, income verification).
- Distribute basic necessities (e.g., food, hygiene supplies, blankets) while prioritizing housing-focused conversations.
- Provide information on available services, such as shelters, healthcare, and substance use resources.
- Respond to Street Outreach concerns in connection to referrals from Heartland HOUSED staff and community partners.
- Troubleshoot complex cases and provide necessary follow-up aimed at establishing linkage to services.
- Ensure Coordinated Entry access for people experiencing unsheltered homelessness
- Maintain accurate and timely documentation of outreach activities, interactions, and outcomes in accordance with program guidelines.
- Regularly enter and maintain accurate street outreach data in the HCoC Homeless Management Information System.
- Other duties as assigned.

Experience, Skills and Qualifications

- A high school diploma or GED preferred.
- Lived experience of homelessness is a plus.- Experience working with vulnerable populations, especially those experiencing homelessness, mental illness, or substance use disorders.
- Strong interpersonal and communication skills and the ability to work independently and in diverse team settings. Knowledge of Housing First principles and trauma-informed care is preferred.
- Proficiency in documentation and basic computer skills are essential.
- Ability to work outdoors in various weather conditions with a willingness to work flexible hours, including evenings and weekends.

The Part-Time Street Outreach position will be a Sangamon County employee. The starting hourly pay for the position is \$25/hour.

To apply for the position, email your resume and three letters of recommendation to josh@heartlandhoused.org by January 10th at 5 PM.