



## **Heartland HOUSED Street Outreach Coordinator**

### **Summary:**

The Heartland HOUSED Street Outreach Coordinator conducts street outreach and strengthens collaborative street outreach efforts in Sangamon County to ensure people experiencing homelessness have access to community resources. Through working daily with people experiencing homelessness, part-time outreach staff, community volunteer outreach efforts, and street outreach programs operated by community partners, the Street Outreach Coordinator will build and maintain a coordinated and collaborative community effort that connects people throughout Sangamon County with supports and resources with goal of ending their experience of homelessness as quickly as possible. Building off the Heartland Continuum of Care's Street Outreach Community Standards, the Coordinator will work to grow community efforts in line with best practices to help community members end their experience of homelessness.

The position will work as part of a dedicated team to accomplish the goals of Springfield & Sangamon County's Strategic Plan to Address Homelessness. The Street Outreach Coordinator reports to the Heartland HOUSED Executive Director. This role includes a combination of work performed in the field and work performed in a general office setting.

### **Position Duties and Responsibilities:**

- Lead the Heartland Continuum of Care Street Outreach Task Group, including leading bi-weekly meetings, recruiting new street outreach partners, and supporting existing street outreach partnerships.
- Foster agency partnership and collaboration to help ensure people have access to resources and duplication of services is minimized.
- Oversee and maintain the HCoC Street Outreach By-Names-List for those experiencing unsheltered homelessness.
- Lead Case Conferencing meetings for the Street Outreach.
- Identify new outreach areas and maintain the HCoC Street Outreach map.
- Conduct outreach and plan collaborative outreach efforts.
- Provide training and accountability for community organizations as guided by the HCoC Street Outreach Community Standards.
- Assist with scheduling for Part-time Street Outreach staff.
- Support and participate with community volunteer street outreach efforts.
- Respond and coordinate ongoing response to Street Outreach concerns in connection to referrals from community partners.
- Support the Springfield Engage Empower and Deflect initiative through referral support and guidance to ensure efforts are streamlined with HCoC Street Outreach Task Group efforts.

- Troubleshoot complex cases and provide necessary follow-up aimed at establishing linkage to services.
- Ensure Coordinated Entry access for people experiencing unsheltered homelessness
- Assist in the maintenance and up-keep of the Heartland HOUSED Resource List.
- Liaison and coordinate with homeless service partners and other groups working in Sangamon County while consulting and collaborating with community providers to ensure continuity of care.
- Support Heartland HOUSED Lived Experience Collaboration efforts and provide training and support for Lived Experience Partners to assist in outreach efforts.
- Lead quality data efforts for Street Outreach by using, monitoring, and reporting monthly on utilization of the HCoC Homeless Management Information System for Street Outreach efforts.
- Assess program growth areas based on community needs and analyze program and demographic data to make programmatic improvements.
- Ensure data from outreach partners and community efforts not utilizing HCoC HMIS is included in the Street Outreach By-Names-List
- Collaborate with Heartland HOUSED staff on community projects, needs analysis, and ongoing efforts to strengthen the HCoC Crisis Response System
- Make referrals, provide training, and maintain data for individuals seeking recovery support due to opioid use disorder and other substance use disorders.
- Other duties as assigned.

### **Experience, Skills and Qualifications**

- A bachelor's degree and at least four years of experience in homeless services or other relevant experience are preferred. Additional appropriate education may be substituted for experience or additional directly related experience may be substituted for education.
- The Street Outreach Coordinator must be collaborative, organized, have experience with supervision, and experience working with the public, and developing and maintaining excellent relationships. The ideal individual will have the ability to exercise good judgment in a variety of situations, have organizational skills, and the ability to maintain a realistic balance among multiple priorities. We are looking for a motivated team player, who is detail-oriented, able to work independently, and who is driven by compassion and passion to help our community better address homelessness.

The Street Outreach Coordinator is a full-time, salaried position and will be a Sangamon County employee. The starting salary range for the position is \$40,657 to \$50,821, with health, dental, life, and vision insurance and retirement benefits provided through Sangamon County. Time off includes 2 weeks paid vacation, 12 paid sick days, 3 paid personal days, and 13 paid holidays per year.

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