

JOB ANNOUNCEMENT

(Please see end of document for application information)

Position: Street Outreach Coordinator (**Program Coordinator II**)
Department: Whatcom Homeless Service Center
Reports To: Director III
Supervises: Program Specialist(s) II & III
FLSA Status: Exempt
Salary Level: 7 (\$20.11 to \$25.13 per hour)*
*Candidate offers consider experience, qualifications and internal equity
Schedule: FT (40 hrs/wk–Monday through Friday, 8:00 am-4:30 pm)
Location: Bellingham
Benefits: The Opportunity Council provides a strong benefits package that includes three weeks paid vacation annually, health leave, and holidays (including personal holiday(s)). Retirement plan includes employer contribution equaling 5% of pay. Paid health insurance for employees plus voluntary flexible spending account, dental, vision, life/ADD and long-term disability insurance, along with a culture that supports staff and their families.

JOB SUMMARY:

This position is responsible for the coordination of both internal and with external outreach efforts in Bellingham, which includes, supervising the street outreach staff, direct service, and working with community partners.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES:

1. Works closely with WHSC Director and assists in oversight and ongoing development of the Homeless Outreach Team program including program implementation, training, and recruitment of outreach staff.
2. Supervises Street Outreach Specialists, Opioid Substance Use Disorder (OSUD) Outreach Specialist, including training and development, and performance evaluations along with all related personnel paperwork.
3. Employs various strategies to engage with unsheltered homeless individuals and families with a goal of connecting them to services and housing.
4. Coordinates with external outreach programs, including City of Bellingham Police, Fire Department/EMS, Parks, and Public Works staff, Whatcom County Health Dept. needle exchange, to maximize the impact of combined community outreach resources.
5. Provides assessments and triage services to determine immediate needs. Provides referrals to clinical services as needed.
6. Provides crisis intervention to clients on the street, including some evenings and weekends, to maintain a safe and secure environment.
7. Screens potential program participants for housing placement prioritization using the Vulnerability Index Service Prioritization Decision Assistance Tool (VI-SPDAT).
8. Provides support and guidance to participants as they transition from street to shelter and/or permanent housing.
9. Coordinates activities with housing case managers and Whatcom Alliance for Health Advancement's Intensive Case Management staff, Whatcom GRACE Program, or its successor.

10. Facilitates and maintains community relationships to create referral pathways for program participants into coordinated entry housing services and other community-based services, including mental health and chemical dependency services.
11. Collects and manages data describing outreach activities, contacts, locations, etc. Assist in data uploading tasks to WHSC's Homeless Management Information System (HMIS) and the City of Bellingham's Homeless Encampment Mapping Tool. Work closely with WHSC Manager and Director to generate reports to funders.
12. Researches and implements best practices on street outreach and assists participants in acquiring resources for acquiring housing.
13. Works as part of the Homeless Service Center management team to develop new policies and programs.
14. Actively participates in the GRACE Program coordination, Downtown Bellingham Partnership and other community meetings as appropriate.

OTHER RESPONSIBILITIES:

1. Attends and participates in staff planning and operations related meetings.
2. Other related duties and special projects as assigned.
3. Participates in activities of Whatcom County Coalition to End Homelessness.
4. Facilitates presentations to local community groups to increase awareness about homelessness and act as a resource to those groups on HOT services and connecting to housing.

EDUCATION/EXPERIENCE REQUIRED OR PREFERRED:

- Bachelor's degree in Psychology, Social Work, Human Services or Mental Health related required.
- Master's degree in Psychology, Social Work, Human Services or Mental Health related preferred.
- Two years' experience performing similar work.
- Certified Mental Health Professional preferred.
- Certified Chemical Dependency Professional preferred.
- One year supervisory experience required.
- Street outreach experience preferred.
- Valid Washington State driver's license required upon hire.
- Submission of three-year driving abstract required upon request.

SKILLS AND ABILITIES REQUIRED:

1. Analytical skills.
2. Record keeping skills, ability to obtain and maintain accurate, detailed reports.
3. Written and verbal communication skills.
4. Ability to work with and maintain confidential information.
5. Presentation skills.
6. Explains technical data/information in understandable terms
7. Composes routine and, occasionally, complex correspondence

WORKING CONDITIONS:

Work is often performed outdoors in all kinds of weather. Some work is performed in an office environment. Travel within the service area is required. Must be willing and able to travel/drive throughout the City of Bellingham, and, occasionally to offsite trainings in other parts of Washington State.

JOB PURPOSE:

Provides day to day program coordination and staff supervision

ESSENTIAL FUNCTIONS/RESPONSIBILITIES:

- Facilitates delivery of services
- Provides internal and external training
- Supervises staff including VISTA and AmeriCorps members and/or volunteers

- Reviews work of others for program compliance and accuracy
- Maintains relationships with community partners
- Participates in community outreach activities
- Tracks and reports program data and outcomes
- May research and respond to funding opportunities
- May provide direct service

OTHER RESPONSIBILITIES:

- Plans and facilitates meetings
- Other related duties as assigned.

EDUCATION/EXPERIENCE REQUIREMENTS:

- Four year degree,
- Two years of experience, or
- Year for year experience to replace degree

SKILLS AND ABILITIES REQUIRED:

Competencies:

- Team Player: Shares resources, responds to requests from other parts of the organization, and supports larger legitimate organization agendas as more important than local or personal goals.
- Critical Thinking: Takes initiative, anticipates next steps, and problem solves issues to keep the work moving forward.
- Integrity: Thinks and acts ethically and honestly, applying ethical standards of behavior to daily work activities,
- Customer Orientation: Views the organization through the eyes of the customer and goes out of his/her way to anticipate and meet customer needs.
- Cultural Competency: Respects and interacts effectively with people of diverse cultures and socio-economic background; has an awareness of his/her own cultural worldview and its impact on perspective.
- Team Management: create and maintains functional work units, understanding the human dynamics of team formation and maintenance.
- Organizing and Planning: has strong organizing and planning skills that allow them to be highly productive and efficient; manages time wisely, and effectively prioritizes multiple competing tasks.
- Industry Knowledge: understands the general workings of nonprofits, within which the organization functions; monitors activities and trends within these arenas and maintains a current knowledge base.
- Written Communication: writes clearly and concisely, composing informative and convincing memos, e-mails, letters, reports, and other documents.
- Results Orientation: maintains focus on outcomes and accomplishments; motivated by achievement, and persists until the goal is reached,

Supervisory Responsibilities/Skills:

- Instructs/trains
- Reviews work
- Provides feedback
- Coaches/counsels
- Evaluates performance
- Maintains standards
- Selects new employees
- Assigns work
- Plans work of others
- Coordinates activities
- Acts on employee problems

Other Skills:

- Solves practical problems
- Explains technical data/information in understandable terms
- Performs arithmetic calculations
- Exchanges basic information or data
- Follows written or verbal instructions
- Composes routine and, occasionally, complex correspondence
- Occasionally speaks/presents publicly
- Occasionally proofreads written communication

Equipment:

- Personal computer/laptop/printer
- Copier/fax/scanner
- Various software programs and data bases
- Telephone

PHYSICAL, SENSORY, ENVIRONMENTAL QUALIFICATIONS:

R = rarely O = occasionally

F = frequently

Physical Activity	F	O	R
Sitting			
Stationary standing			
Walking			
Crouching (bend at knee)			
Kneeling/crawling			
Bend at waist			
Twisting (knees/waist/neck)			
Climbing			
Grasping			
Driving a car			
Repetitive motions (keyboard/data entry)			
Lifting/Carrying: 10 lbs.			
Sensory Activities	F	O	R
Talking (in person/on phone)			
Hearing (in person/on phone)			
Vision for close work			

TO APPLY:

Application and application instructions may be found at: www.opppco.org/employment. Paper copies of the applications may be picked up at: Opportunity Council, 1419 Cornwall Ave., Bellingham, WA 98225.

Position Open Until Filled
(Applications will be reviewed weekly)

A private nonprofit Community Action Agency working as a catalyst for positive change in our communities and the lives of low-income and disadvantaged people - serving Whatcom, Island, San Juan, Skagit, and Snohomish counties. EOE