Announcement Date: September 8, 2020

Position Title: Homeless Outreach Worker

Category: Part-Time

Department: ERCS

Work Location: Reston

Descriptive Summary
The part-time Homeless Outreach Worker is a member of the homeless outreach team at the Embry Rucker Community Shelter (ERCS) providing services to the Homeless Healthcare Program (HHP), Hypothermia Prevention Program, and Homeless Outreach program 20 hours a week. The Homeless Outreach Worker also serves as the Team Leader for Operation Stream Shield (OSS) providing transportation and oversight to homeless individuals at temporary work locations in the community. The Homeless Outreach Worker seeks out and engages unsheltered homeless individuals in Fairfax County and Northwestern County Region. The Homeless Outreach Worker must have strong interpersonal and motivational skills and must be comfortable meeting unsheletered individuals in places not meant for human habitation such as campsites in the woods and parked cars. In addition, he/she must possess a patient, trauma-informed approach to service delivery. All duties are performed in a professional and timely manner, in a fast-paced, high-demand environment. The Homeless Outreach Worker is responsible for utilizing a Housing First approach to move unsheltered individuals into permanent housing and will be held accountable for meeting or exceeding outcomes as well as other contractual obligations. A candidate bilingual in English/Spanish is preferred.

Key Performance Indicators
- Actively seek out, identify, and establish contact and build rapport with unsheltered homeless persons throughout Fairfax County’s North County Region.
- Responsible for maintaining a schedule of regular street outreach stops including mental health drop-in centers, campsites, and other consumer gathering places while remaining flexible to incorporate new street sites as they are presented.
- Meets unsheltered individuals in places not meant for human habitation such as campsites in the woods and parked cars.
- Responds to community requests for assistance in working with people who are unsheltered.
- Advocates for and actively assists individuals in obtaining services (e.g. showers, laundry, food, benefits, medical, mental health, substance abuse, housing referrals, financial assistance).
- Assesses housing barriers of single adults who are experiencing homelessness to determine housing and service needs.
Develops housing procurement, financial, and self-sufficiency case management plan with unsheltered individuals.

Provides mediation and advocacy with landlords on the household’s behalf to develop a workable plan to obtain housing.

Determines appropriateness of individual for receipt of rapid re-housing funds and recommends amount. Allocates and tracks use of rapid-rehousing funds including Emergency Solutions Grant (ESG) and Virginia Housing Solutions Program (VHSP).

Creates and maintains consistent communication channels, both verbal and written, between several parties (i.e. tenant, landlord, referral source, collaborating agencies, debtors, and creditors)

Applies knowledge of residential lease contracts to educate individuals of their rights and responsibilities.

Makes referrals for credit counseling and other services necessary to assist clients with critical skills related to budgeting, managing money, accessing a free personal credit report, and resolving personal credit problems.

Documents all services identified and provided, referrals made, and transportation provided.

Maintains effective partnerships with OPEH, the Fairfax County Health Department, the Fairfax County Community Services Board (CSB), Projects for Assistance in Transition from Homelessness (PATH), Department of Family Services (DFS), and the Fairfax County Department of Adult and Aging, to ensure clients receive holistic, integrated care management across Cornerstones.

Maintains case and Homeless Management Information System (HMIS) files that meet agency and contractual standards.

Participates in multi-disciplinary meetings, case staffing, as well as community-wide trainings and meetings.

Performs other related duties and responsibilities as required.

Education

Minimum High School diploma required, with extensive experience in shelter and/or related services.

Bachelor’s degree in an applicable human service field plus two years of professional social work/case management experience with homeless and/or at-risk populations preferred.

Experience and Skills

Two years of experience in homeless services, and/or housing is required.

Bilingual in English/Spanish preferred.

Must be comfortable meeting unsheltered individuals in places not meant for human habitation such as campsites in the woods and parked cars.

Experience working with high barrier individuals including people with mental health and/or substance abuse disabilities is required.

Requires knowledge and belief in “Housing First” and “Rapid Re-Housing” philosophy and strategies.

Knowledge of current social service, homeless, and housing issues and methods/approaches to address issues.

Knowledge or understanding of tenant’s rights and responsibilities as well as “strengths based” case management.

Ability to communicate clearly and concisely, both orally and in writing.

Ability to engage and work collaboratively with others.
• Experience with Microsoft programs including Outlook, Word, and Excel.
• Ability to use HMIS to establish and maintain case records and to facilitate data collection.
• Ability to schedule and manage workload sufficiently to meet deadlines.
• Ability to learn, process information, prioritize competing priorities and make sound and reasoned decisions in a fast-paced environment.
• Ability to complete tasks while navigating frequent interruptions.
• Ability to work a flexible schedule including nights and weekends.
• Candidate must be able to lift items weighing 10-20 pounds.
• Candidate must possess a valid driver’s license, reliable transportation, good driving record, and personal car insurance.
• Candidate must be able to drive 15-passenger van.

Attitude
Actively interested in learning about new and evidence-based methods for improving operations
Attentive to constraints of time and funds in setting stretch goals
Respectful of staff, volunteers, funders and clients
Forward thinker, considering not just today but what are the implications for tomorrow
Collaborative leader, working with others individually and in teams.

Work Environment
The position is located at the Embry Rucker Community Shelter. Client meetings take place at the shelter, in places not meant for human habitation, and other areas in the community frequented by unsheltered individuals. Travel to other Cornerstones’ sites and to local and regional meetings is required.

How to Apply:
A cover letter and resume are required. Please send to:
Recruit
Cornerstones
11150 Sunset Hills Rd.
Suite 210
Reston, VA 20190

Email: recruit@cornerstonesva.org
Fax: 571-323-9554
TTY: 571-323-9555

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