



## Street Outreach Specialist

Urban Ministry Center (UMC) is an interfaith organization dedicated to bringing the community together to end homelessness one life at a time.

UMC has five core values it expects all staff to embody. These are:

- Heart for the Work: The UMC staff is truly passionate. We love what we do. We endeavor to be the very best at helping the people we serve and our colleagues succeed, even when no one is watching.
- Kind and Compassionate: The UMC staff is kind and compassionate. We offer comfort and strength, hope and support to each other and to the people we serve.
- Results Oriented: The UMC staff is results oriented. We do not give up, even when faced with obstacles; utilizing flexibility and creative thinking.
- Self-Care: The UMC staff values self-care, including caring for physical, emotional, and mental health care needs. Self-awareness allows staff to feel secure with their professional identity, including clarity of appropriate professional /personal boundaries and awareness of when to seek support from others.
- Team Oriented: The UMC staff is appreciative, helpful, and team oriented. We treat everyone with respect, knowing that we will achieve more working together than alone.

The Street Outreach Specialist will provide direct service to individuals living on the streets of Charlotte. This position will seek specifically to connect vulnerable individuals experiencing unsheltered homelessness with permanent housing, physical and mental health services, and other necessary resources, such as access to food stamps. Occasional evening, early morning, and weekend work is required.

### Essential functions:

- Provide outreach to individuals living on the streets of Mecklenburg County, with a particular focus on individuals living in camps throughout the community and in the uptown corridor;
- Engage and establish relationships with individuals experiencing homelessness, with a particular emphasis on those experiencing chronic homelessness;
- Maintain a caseload of 15-20 clients. Work with clients on caseload will include:
  - Travel to homeless camps, jail, hospitals and/or other homeless service providers;
  - Complete a coordinated assessment for the individual and refer to appropriate housing resources. When applicable, complete the "common application" for permanent supportive housing, including assisting the individual in securing photo ID, Social Security card, disability verification, homeless verification, and income verification;
  - Transport clients to appointments & resources, as needed;
  - Serve as a resource as needed for the client and his/her housing case manager in the event that the client's housing retention is in jeopardy.
- Conduct crisis intervention and management services when needed, utilizing de-escalation techniques and connecting clients with appropriate level of care;
- Routinely enter client data and case notes into NC Homeless Management Information System in accordance with program policies;
- Participate in community work groups focused on ending chronic homelessness;
- Other duties as assigned.

### To Apply:

Email resume and cover letter to [jobs@urbanministrycenter.org](mailto:jobs@urbanministrycenter.org) by December 31<sup>st</sup>.