



BRINGING THE COMMUNITY TOGETHER TO END HOMELESSNESS

Street Outreach Team Lead

The Street Outreach Team mobilizes community resources, and advocates for and engages with vulnerable, unsheltered individuals to improve their quality of life. The team connects individuals experiencing unsheltered homelessness with permanent housing, physical and mental health services, and other necessary resources. The Street Outreach Team Lead will perform all the functions of a Street Outreach Specialist and lead the day-to-day operations on the ground. This individual will serve as a liaison between the team and the Homeless Services Program and will report directly to Chief Program Officer – Homeless Services.

Essential functions:

Street Outreach

- 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 10-15 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;

Manage Referrals

- Check online referral system and HMIS daily for referrals and staff the referrals with team
- Hold team accountable for referral follow up
- Communicate with referrer as appropriate/necessary

Manage Outreach Volunteer Program

- Coordinate with Volunteer Coordinators to recruit new outreach volunteers

PO Box 31335, Charlotte, NC 28231
www.urbanministrycenter.org

PO Box 36471, Charlotte, NC 28236
www.mensshelterofcharlotte.org

We are excited that Urban Ministry Center and Men’s Shelter of Charlotte have officially merged. You will continue to see our identities separate or co-branded until a final identity for our new organization is rolled out late 2019.



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- Create SignUp genius for volunteer signups and email volunteers with volunteer opportunities
- Ensure outreach worker is assigned to each shift and volunteers are contacted prior to each shift

Data Management

- Work with HMIS Data Coordinator to ensure program data accuracy within the HMIS system.
- In coordination with agency Data Coordinator complete necessary reports for reporting purposes.

State ESG (Emergency Solutions Grant) Management

- Submit monthly ESG requisition in timely manner, completing all ESG requisition worksheets.

Extreme Weather Planning

- During extreme weather conditions, plan and execute outreach efforts to ensure the safety and wellbeing of those unsheltered
- Participate in Emergency Management meetings, providing updates on the outreach efforts, advocating for those unsheltered, and communicating sheltering plans with neighbors and staff

Other Duties

- Communicate team needs and concerns to the Chief Program Officer for Homeless Services
- Manage day to day outreach schedule and plan with the team
- Assist with the annual unsheltered Point in Time Count

Application Instructions:

Interested applicants must submit the following items by the stated closing deadline.

- Cover letter highlighting relevant experience including why you want to work for a homeless agency
- Resume (include complete work history)
- Contact information (including phone, address, and email) for 3 to 5 professional references

Submit completed application materials via email only to:

Toyia Vaughn, Human Resources Coordinator at Resumes@MensShelterofCharlotte.org

Please No Calls!

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