



## JOB DESCRIPTION

**TITLE: OUTREACH SPECIALIST**

**LOCATION: KRL-HUD**

**REPORTS TO: DIRECTOR OF UNSHELTERED SERVICES**

**EMPLOYMENT STATUS: 30 HOURS, NON- EXEMPT**

### **MISSION**

The mission of SA Hope Center is to love people well by empowering them to meet their own needs through wrap-around case management and wrap-around social services.

### **VISION**

End generational poverty.

### **SA HOPE CENTER OVERVIEW**

Founded in 2001, the SA Hope Center (SAHC) is a faith-based organization that provides compassionate help for families and individuals experiencing poverty, hunger, joblessness, and many other crisis situations. We equip our participants with skills in a relational, empowering, spiritual, and supportive environment with the goal of breaking the cycle of poverty in a holistic way.

The SA Hope Center has a special culture that is deeply rooted in our mission and faith. Our team encourages and provides deep, core values-based work and spiritual growth of team members. Our team is community and client-focused, fast-paced, professional, compassionate, growth-oriented, and innovative. We are committed to high performance standards and best practices so we can focus on mission fulfillment.

### **BENEFITS**

We are a small organization with an investment in our employees. SA Hope provides:

- Health, Dental, and Vision Insurance
- Retirement
- Paid PTO
- 17 Paid Holidays
- Quarterly Paid Wellness Health Days

### **SALARY RANGE**

\$17.50/hr

### **POSITION SUMMARY**

The Outreach Specialist is a vital SAHC team member who identifies and supports individuals who are experiencing homelessness and encourages them to seek services, especially within the CoC partnership. The position will respond immediately to help the client overcome barriers to accessing services, advocate and connect individuals to crucial resources. The Outreach Specialist will establish and promote the culture and vision of SA Hope Center's core values of relationship, compassion, integrity, and diversity.

### **POSITION INFORMATION**

This position is federally funded through the U.S. Department of Housing and Urban Development (HUD) beginning January 1, 2024 – December 31, 2026. Funding from HUD is not guaranteed; therefore, the position is not guaranteed after December 31, 2026.

## **ESSENTIAL RESPONSIBILITIES**

- Make connections with individuals experiencing homelessness, build trust and help them access the services they want so they can end their homelessness.
- Provide street and field-based outreach services that shall be conducted in areas where the homeless are known to congregate including but not limited to local libraries, streets, encampments, and KRL surrounding area.
- Advocate and connect people to needed services such as medical, mental health, and substance abuse services.
- Assist individuals with Coordinated Entry application, identification documents and other mainstream benefits.
- May provide diversion and assessment services in the field.
- Build rapport and utilize motivational interviewing strategies to support vulnerable people moving through the stages of change.
- Input accurate and complete data for all contacts with individuals into the HMIS and Apricot database.
- Coordinate and collaborate with key stakeholders and service providers to ensure that program participants are linked and offered services in a timely manner.
- Attend and take part in the CoC Outreach monthly meetings.
- Work on projects as needed as well as participate in events such as Point in Time Count, and staff meetings as requested.
- Regular and reliable attendance is an essential job function.
- Perform other duties as assigned.

## **EDUCATION**

- **Required Education:** Must have a High School or GED
- **Preferred Education:** Associate degree in social work or related field

## **EXPERIENCE**

- Must have at a minimum 1 year of working with the homeless population; at-risk families and/or individuals in crisis
- Must have working knowledge a broad range of services needed by the population served.
- Must be bilingual in English and Spanish

## **ABILITIES**

- Strong interpersonal organizational skills and detail oriented
- Ability to prioritize multiple tasks and meet frequent timelines
- Build relationships and work cohesively as a team
- Problem-solve, remain composed and effective in stressful situations
- Ability to adapt quickly and learn how to apply new methods and tools
- Work in a variety of settings with culturally-diverse families and communities with the ability to be culturally sensitive and appropriate
- Maintain high standards of confidentiality
- Motive others to achieve goals
- Proficient with data management, information systems and have basic knowledge of Excel, PowerPoint, and Microsoft Office
- Strong in written and verbal communication skills
- Ability to set work priorities, evaluates, and create solutions to work-related problems

## **CHARACTERISTICS**

- Hungry, humble, and smart- as defined by P. Lencioni in The Ideal Team Player
- Strong personal integrity
- Positive and transformative leadership
- Firm grasp and complete embrace of ministry vision and mission

**PHYSICAL DEMANDS**

Physical requirements include occasional lifting/carrying of 40 pounds, maneuvering in public spaces, visual acuity, speech and hearing, hand and eye coordination, and manual dexterity necessary to operate a computer keyboard and essential office equipment. Subject to sitting, standing, reaching, walking, twisting, and kneeling to perform the essential functions. Working conditions are primarily inside an office environment or field environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**If interested in applying, please submit your Cover Letter and Resume via email to:**

Rita Sandoval, Chief Operating Officer  
[rsandoval@sahopecenter.org](mailto:rsandoval@sahopecenter.org)

**No phone calls will be taken.** If you have questions, please email.

SA Hope Center is an Equal Opportunity Employer