PART 1 | JOIN OUR TEAM

Outreach & Safety Specialist

LOCATION Downtown San Antonio (onsite)	**SCHEDULE** M – F | 8:00 am – 4:00 pm | 30-minute lunch	**EMPLOYMENT TYPE** Full-Time, Non-Exempt
PAY RANGE $20.00 - $22.00 per hour depending on experience	**REPORTS TO** Program Manager	**LANGUAGE** Bilingual English/Spanish required

WHY THIS ROLE MATTERS

At SA Hope Center, you will be a steady, welcoming presence for unsheltered people in downtown San Antonio, both at the entrance of our downtown location and out in the community. Every day, your work helps someone feel safe enough to walk through the door, take a next step, and connect with care. This is an unarmed, in-house role centered on engagement, not enforcement. You will be part of a team that believes lasting change happens through relationships, and you will see the difference your work makes.

ABOUT SA HOPE CENTER

Since 2001, SA Hope Center has walked alongside San Antonio families and individuals facing poverty, hunger, joblessness, and crisis. Through wraparound case management and social services, we help people meet their own needs in a relational, empowering, and supportive environment. Our vision is simple and bold: **eliminate systemic multi-generational poverty.**

We are a faith-based organization with a fast-paced, professional, and compassionate team culture. We hold high standards because the people we serve deserve our best, and we invest in the growth of every team member.

WHAT YOU'LL DO

- Welcome participants and partners at the campus entrance, keeping the area calm, safe, and welcoming through presence, de-escalation, and escorts.
- Build trust with unsheltered people through street and field outreach across downtown San Antonio, including libraries and encampments. (Rotated Monday through Thursday with entrance coverage.)
- Connect people to SA Hope Center programs and community resources, including medical care, mental health services, and substance use treatment.
- Follow up with participants who have missed appointments and keep accurate, timely records in HMIS and Apricot.
- Partner with the campus team, outreach staff, and Continuum of Care partners, so every person is treated with dignity and compassion.
- Contribute to a team culture of relationship, compassion, and follow-through.

WHAT YOU BRING

Required

- High school diploma or GED
- Experience working with people experiencing homelessness, at-risk families, or individuals in crisis (minimum 1 year)
- Experience with de-escalation, trauma-informed engagement, and crisis response
- Working knowledge of unsheltered services
- Bilingual in English and Spanish
- A reliable vehicle, valid Texas driver's license, and auto insurance
- Comfort working outdoors and on your feet in varying weather

Nice to have

- Associate degree in social work or a related field
- CPR/First Aid certification
- Experience with Apricot, HMIS, or similar systems

Don't meet every qualification? We still want to hear from you. If this work fits your experience and calling, please apply.

HOW WE WORK TOGETHER

Our team lives out SA Hope Center's core values: Empowering · Relationships · Compassionate-Service · Diversity. We look for people who are **humble, hungry, and people-smart**, as described in Patrick Lencioni's *The Ideal Team Player*.

As a faith-based organization, we ask every team member to support and work within our faith-based mission and culture. Sharing SA Hope Center's faith is not a requirement for this position.

WHAT WE OFFER

SA Hope Center offers a meaningful benefits package to eligible employees, which may include:

- Medical, dental, and vision coverage, with an employer contribution toward medical
- Retirement plan with an employer match
- Employer-paid life and disability coverage
- Paid time off and paid holidays, including a floating holiday and quarterly wellness days
- Phone stipend for applicable positions

Eligibility, waiting periods, and employer contributions vary by benefit, position, and employment status, and are governed by the terms of each plan. Details are provided at the time of offer.

FUNDING

This position is funded in whole or in part by grant funding through December 31, 2027. Continuation beyond the current funding period depends on the availability of grant or other funding.

HOW TO APPLY

Send your resume to elizabeth@novumsp.com with "Outreach & Safety Specialist" in the subject line. We review applications on a rolling basis. No phone calls, please; questions are welcome by email.

SA Hope Center is an Equal Opportunity Employer.

We make employment decisions without regard to race, color, national origin, sex, pregnancy, age, disability, genetic information, veteran status, or any other status protected by applicable law. Applicants who need a reasonable accommodation during the application or interview process may contact us at the email above.