

JOB DESCRIPTION

TITLE: Outreach Coordinator

IMMEDIATE SUPERVISOR: Executive Director

GENERAL SUMMARY

Plans and organizes HOPE Calloway's outreach programming. Provides assessment, monitoring, planning, and advocacy for the most appropriate services for clients and community members who seek assistance through the outreach program. Possesses a clear understanding of the service delivery system and the resources available for clients. Effectively maintains and manages assigned caseload contingent on needs, strengths, abilities, and preference of the clients served.

PRINCIPLE DUTIES AND RESPONSIBILITIES

- Conduct intake and crisis intervention to address immediate needs
- Assess clients' strengths, needs, abilities and preferences to develop permanent housing and service goals
- Formulate and monitor a case-plan for each client
- Monitor clients' progress and maintain timely and accurate documentation
- Enforce program rules and procedures to ensure compliance
- Provide referrals to available services and advocate for additional community resources
- Provide referrals so that clients' medical, mental health, dental and nutritional needs are met
- Assist in finding and acquiring affordable housing for clients as appropriate
- Provide home-based services to ensure a successful transition back into the community
- Perform monthly case reviews to ensure that goals are being met, progress is documented, and follow-up is conducted in a timely manner

KNOWLEDGE, SKILL, AND ABILITIES REQUIRED

- Have knowledge of the functions of case management
- Basic knowledge of the resources in the community available for clients
- Ability to form partnerships in the community and seek out resources for clients
- Strong oral and written communications and interpersonal skills
- Strong organizational, time management, and data management skills
- Proven ability to work effectively both individually and as part of a team
- Ability to multi-task and problem solve under pressure
- Ability to provide positive service experiences to difficult populations

QUALIFICATIONS

- Bachelor Degree in Social Work, Psychology, or related field
- Driver's License and Reliable Transportation

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