

<b>Job Title</b>	Outreach Team Lead
<b>Employer/ Agency</b>	Houston Area Community Services
<b>Job Description</b>	<p><b>Overview:</b> Works in a Federally Qualified Health Center. As part of a team, works to assure that unsheltered homeless persons gain access to available shelter/housing and other resources and services. This position will require a flexible schedule and the ability to work two evenings a week.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Identify unsheltered homeless persons through direct outreach activities and through reports/referrals from shelters, police, churches, social service providers and others.</li> <li>• Initiate contact and establish a working interaction with unsheltered homeless persons for the purpose of providing assistance with attaining adequate shelter and/or housing with access to needed services.</li> <li>• Communicates with others (internally and externally) to provide, exchange, or verify information, answer questions, and address housing issues of clients.</li> <li>• Make referrals to appropriate community resources and the Coordinated Access system.</li> <li>• Provide homeless persons with transportation to shelter or other services, as necessary.</li> <li>• Establish and maintain positive, productive working relationships with health, mental health and housing/shelter programs, police (and other local officials), and providers of services and resources to homeless persons.</li> <li>• Maintain complete client records (including HMIS), daily activity logs, mileage logs, and other reports as directed.</li> <li>• Take appropriate action to deal with any homeless emergency situation.</li> <li>• Work within budget constraints.</li> <li>• Participate in appropriate workshops, trainings, and meetings as directed or approved by HACS Chief of Housing Services.</li> <li>• Perform other duties as needed or instructed.</li> </ul> <p><b>Additional Skills, Abilities &amp; Requirements:</b></p> <ul style="list-style-type: none"> <li>• Be able to deliver negative information in a sensitive and understanding manner as needed to explain services and resolve problems.</li> <li>• Be able to demonstrate appropriate patience and tact when dealing with confused and/or defensive individuals as needed to provide information or instruction.</li> <li>• Be able to interact effectively with a variety of individuals and groups from varying educational, ethnic and socio-economic backgrounds to include listening, sensitivity to the other's feelings, needs and point of view, tact and courtesy in expressing opinions or ideas, projecting a positive image of HACS, and recognizing opportunities to enhance community relations.</li> <li>• In addition to working in a typical office environment, the COC Outreach</li> </ul>

	<p>Worker will be required to work in areas inhabited by homeless persons including under bridges, in encampments and abandoned buildings.</p> <ul style="list-style-type: none"> <li>• Be able to work with people who may have disabilities including mental illness and drug use/abuse issues and who may become difficult or irate.</li> <li>• Be able to work flexible hours.</li> <li>• Be willing to work in poor (non-threatening) weather.</li> <li>• Maintain valid Texas driver license, clean driving record, and insurability.</li> <li>• Successfully complete any training required.</li> <li>• Have adequate writing skills for completion of reports, case notes, and other professional documentation, as needed.</li> <li>• Adhere to all appropriate policies established by HACCS, HUD, and all other relevant authorities.</li> </ul>
<b>Qualifications</b>	<p><b>Education, Experience, Licensure/Certification and Skills/Abilities Related Requirements:</b></p> <p>Must have a college degree in social services. Prefer previous homeless outreach experience. Preferred: Bilingual (English/Spanish).</p> <p><b>Continuing Education and Training Requirements:</b></p> <p>Participates in trainings required by the funding source.</p>
<b>Salary/Hours</b>	<ul style="list-style-type: none"> <li>▪ DOE</li> </ul>
<b>Employer/Agency</b>	Houston Area Community Services
<b>Address</b>	2150 W. 18 <sup>th</sup> St., Suite 300
<b>City, State, Zip</b>	Houston, TX 77008
<b>Contact Person</b>	Christopher Cole
<b>Contact Title</b>	H. R. Manager
<b>Fax Number</b>	713-979-3651
<b>Email Address</b>	<a href="mailto:ccole@hacstxs.org">ccole@hacstxs.org</a>
<b>Application Method</b>	Apply online at <a href="http://www.hacstxs.org">www.hacstxs.org</a> Click "join our team"
<b>Opening Date</b>	Immediate

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