

Job Title	Outreach Team Lead
Employer/ Agency	Houston Areas Community Services
Job Description	<p>Works in Federally Qualified Healthcare Center. As part of a homeless outreach team, works to assure that unsheltered homeless persons gain access to available shelter/housing and other resources and services. Assists chronically homeless persons with disabling conditions to apply for disability benefits. This position will require a flexible schedule and the ability to work two evenings a week. Identify unsheltered homeless persons through direct outreach activities and through reports/referrals from shelters, police, churches, social service providers and others. 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. Communicates with others (internally and externally) to provide, exchange, or verify information, answer questions, and address housing issues of clients. Make referrals to appropriate community resources and the Coordinated Access system. Provide homeless persons with transportation to shelter or other services, as necessary. 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. Maintain complete client records (including HMIS), daily activity logs, mileage logs, and other reports as directed. Take appropriate action to deal with any homeless emergency situation. Work within budget constraints. Participate in appropriate workshops, trainings, and meetings as directed or approved by HACS Chief of Housing Services.</p> <p>Additional Skills, Abilities & Requirements: Be able to deliver negative information in a sensitive and understanding manner as needed to explain services and resolve problems. Be able to demonstrate appropriate patience and tact when dealing with confused and/or defensive individuals as needed to provide information or instruction. 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. In addition to working in a typical office environment, the COC Outreach Worker will be required to work in areas inhabited by homeless persons including under bridges, in encampments and abandoned buildings. 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. Be able to work flexible hours. Be willing to work in poor (non-threatening) weather. Maintain valid Texas driver license, clean driving record, and insurability. Successfully complete any training required. Have adequate writing skills for completion of reports, case notes, and other professional documentation, as needed. Adhere to all appropriate policies established by HACS, HUD, and all other relevant authorities.</p>
Qualifications	Bachelor's Degree in social services required. Prefer previous homeless outreach experience. Preferred: Bilingual (English/Spanish).
Address	2150 West 18 th St. Suite 300 Houston, TX 77008
Contact Person	Christopher Cole Human Resources Manager
Telephone Number	713.979.3651
Application Method	Apply online at http://www.hacstxs.org/operations.html

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