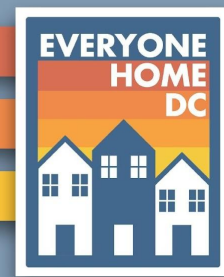


HOUSING IS OUR STARTING POINT

SEEING PEOPLE THRIVE

IS OUR FINISH LINE



JOB DESCRIPTION

Lead Street Outreach Case Manager

Job Title: Lead Street Outreach Case Manager

Department: Single Adult Programs

Reports To: Shirley's Place Program Manager

Status: Exempt

Salary Range: \$55,000 - \$58,000

This job description provides a general guideline to the most common duties, responsibilities, and minimum requirements for this position. It is not all-inclusive and the actual position may vary as circumstances indicate or as determined by the organization. Working hours are primarily a day shift position but may require varied hours to include overtime, as business needs dictate.

SUMMARY OF POSITION:

The Lead Street Outreach Case Manager will work as a member of the Single Adult Programs team at Everyone Home DC. This position will work towards achieving program goals and will implement best practices in housing focused case management and street outreach. The general work schedule will be an eight hour shift, M-F, between the hours of 7:00 am - 7:00 pm. Some evening, weekend and on-call hours required. This position will play an integral role in developing and implementing uniform case management services throughout our programming for single adults experiencing homelessness. The position must be staffed by a person who is energized by being a part of something new, is flexible, a team player, and is committed to the work of ending homelessness. The Lead Street Outreach Case Manager will support Everyone Home DC's mission and values while promoting a positive Everyone Home DC culture.

Principal Duties:

- Responsible for the strategic direction and overall operation of the Street Outreach and Case Management Program of Everyone Home DC, ensuring that the program is utilizing best practices in the field.
- Develop and set Street Outreach and Case Management program goals, track progress, and provide regular updates to supervisor, funders, Everyone Home DC team and other stakeholders.
- Serve as the organization's Coordinated Assessment and Housing Placement (CAHP) Liaison for individuals experiencing homelessness.
- Engage with individuals experiencing homelessness in the Capitol Hill neighborhood on a continual basis through street outreach. Conduct welfare checks, provide connections to community resources and work to connect individuals to housing.
- Work with the Single Adult Program team to develop and implement case management services to guests of Shirley's Place Day Center and work to connect these individuals to housing.
- Develop case plans with individuals experiencing homelessness and work alongside them to achieve set goals.
- Accompany clients to meetings to provide support in obtaining vital government benefits such as Social Security, SNAP, and Medicaid.

- Assist individuals experiencing homelessness in obtaining appropriate vital documents such as birth certificates, social security cards, and DC IDs.
- Conduct VI-SPDAT/SPDAT assessments offering appropriate information, referrals, and guidance when appropriate.
- Input case notes in a timely manner and ensure that all client records are complete and accurate, including organizational and HMIS databases.
- Manage Everyone Home DC's Street Outreach notes database, roster, digital and paper files.
- Track, compile and report monthly data reports.
- Develop and maintain relationships with community partners to provide appropriate referrals to clients, guests and community members and connect people seeking support to appropriate resources.
- Assist with duties at our Day Center, Shirley's Place, including checking guests in for services.
- Attend relevant city-wide meetings including those of the DC Homeless Outreach Network and the DC Interagency Council and Homelessness Outreach Workgroup Meetings.
- Participate in advocacy efforts in the city around the issue of homelessness and work to engage our homeless neighbors, participants, and the Capitol Hill community to further these efforts.

Secondary Duties:

- Attend relevant team meetings, participate in all-staff meetings, and serve on special Everyone Home DC committees.
- Participate in and attend on-going training and professional development opportunities.
- Other relevant duties as assigned.
- Work on special projects and committees as needed.

POSITION SPECIFICATIONS:

Essential Training/Certifications:

- Bachelor's degree in a related field with demonstrated experience is required; and/or equivalent experience and training e.g. DBH Peer Certification.
 - Candidates with a Bachelor's in Social Work are required to be licensed and in good standing with the Board of Social Work.
- Minimum of 2 years of working with individuals experiencing homelessness.
- Minimum of 2 years of previous street outreach and/or case management experience required.

Essential Use of the Following Tools:

- Proficiency with Microsoft Office Suite (Word, Excel, PowerPoint) and Google Suite/Drive.
- Proficiency with standard office equipment: phone system, copier/printer, fax, scanner.
- Proficiency in the utilization of client data management tools.

Skills and Knowledge:

- Knowledge of best practices in street outreach and housing focused case management specifically harm reduction, Housing First, trauma informed and person centered care.
- Displays a strong understanding of systemic racism as a root cause homelessness.
- Strong interpersonal skills.
- Ability to communicate clearly and effectively (verbally and in writing) with staff, donors, vendors, and other stakeholders.

- Ability to work well in an unstructured, team environment, and manage large numbers of relationships with program participants.
- Ability to serve as Everyone Home DC's representative with external stakeholders and handle community relations.
- Ability to maintain confidentiality.
- Strong organizational skills and attention to detail is critical, including advanced skills to work independently, flexibly, collaboratively, and productively in a fast-paced environment, and to manage a multi-faceted workload with strong problem solving and time-management skills.

Other requirements:

- Ability to pass background checks including FBI, MPD, Alcohol, Drug and TB screening as required by government contract.
- Able to handle physically demanding work including lifting and carrying up to 25 lbs.
- Everyone Home DC requires all staff to provide documentation of COVID-19 vaccination, including recommended booster doses, or be approved for a religious or medical exemption and undergo weekly testing.

Essential Competencies and Behaviors:

- Is passionate about ending homelessness and approaches the work through a social justice lens.
- Displays good judgment and acts with integrity.
- Capacity to build relationships with clients, colleagues, and community members.
- Is an innovative and a creative thinker.
- Is flexible and is energized by developing and implementing new ideas.
- Ability to succeed in a fast-paced work environment.
- Ability to manage multiple projects with minimal supervision, while working in a team-oriented environment.
- Understands the importance of the position for the success of the organization and its role in ending homelessness.
- Comfortable working with people experiencing homelessness, poverty, mental illness, addiction, and intimate partner violence.
- Demonstrated respect for diversity based on race, class, ethnicity, religion, gender, sexual orientation, and gender presentation, and ability to work with a highly diverse group of clients and colleagues.
- Commitment to building their racial equity competencies and centering their role in an analysis and understanding of how race and power shape systems in our society and culture; Commitment to continuous learning, reflecting, and growing.
- Ability to operate with a commitment to excellence, integrity, diplomacy, and camaraderie.
- Is on time with a minimum of unplanned absences.
- Able to handle physically demanding work including lifting and carrying up to 25 lbs.
- COVID-19 vaccination, including recommended booster doses, are mandatory for all Everyone Home DC staff members and documentation of vaccination is required.

Benefits

Everyone Home DC's standard benefits for full-time staff include: employer-paid single coverage health insurance; dental and vision insurance; 401k retirement plan; employer-paid single coverage life insurance; short term disability; worker's compensation; family medical leave; bereavement leave; jury duty leave; Metro SmartBenefits; annual funds for professional development training; 13 paid holidays; and generous paid time off.

Location

The position will require in-person work at our Day Center, Shirley's Place, located at 1338 G Street SE as well as in the community. Some duties may be completed remotely.

Everyone Home DC values diversity in our workplace and encourages Black, Indigenous, People of Color, members of the LGBTQ2+ community and people with disabilities to apply.

To Apply: Please send your resume and cover letter to hr@everyonehomedc.org with **Lead Street Outreach Case Manager** in the subject line.