

NoHo Home Alliance
Nohohome.org



**Job Description: Outreach Specialist/Case Manager
(P-T and F-T, multiple positions)**

Job Summary:

NoHo Home Alliance is hiring multiple part-time and full-time outreach specialists/case managers to supplement its existing outreach/case management team. The Outreach Specialists/Case Managers conduct outreach, case management, and housing navigation with unhoused persons in the southeast San Fernando Valley. These Outreach Specialists/Case Managers may also support intensive encampment-to-home initiatives. Part-time positions are 12-20 hours per week. Full-time positions start at 32 hours per work and include an excellent benefits package.

Introducing NoHo Home Alliance:

NoHo Home Alliance (NHHA) is a 501(c)(3) community organization that mobilizes residents in the East San Fernando Valley to address the most critical issues in our communities such as homelessness and the lack of affordable housing. We have pioneered a mostly volunteer-run pop-up drop-in access center where persons experiencing homelessness can receive emergency services such as showers, food, clothing, and mail service, as well as receive housing placements and referrals for medical care and other services. Our volunteer and staff outreach teams connect with unhoused residents in encampments and begin the relationship-building process that can lead unhoused persons to shelter and other assistance on the journey to greater self-sufficiency. We run an emergency housing program at a local hotel as part of an E2H2H program (Encampment to Hotel to Home). NHHA currently has 11 staff members and approximately 70 volunteers on our current service schedules. We assist approximately 800 people per year as they seek to transition from the streets to shelter. NHHA also runs programs to support low-income households such as food distributions and rental support programs. NHHA also runs community educational opportunities about homelessness, its causes, and solutions, as well as advocates for additional income-restricted housing and services in our area.

Job Responsibilities:

Outreach Specialist/Case Manager

Under the supervision of the Executive Director and Director of Operations, the Outreach Specialist/ Caseworker plans and performs outreach, engagement, housing referrals and navigation, interventions, and field-based case management services for individuals

experiencing homelessness residing in encampments and on the street in the southeast San Fernando Valley. Teams may be assigned in areas from Burbank to Reseda. with the long-term goal of obtaining and maintaining permanent housing. As an advocate for high barrier and extremely vulnerable populations: the Outreach Specialist/ Caseworker should provide services through a culturally sensitive lens and follow both the harm reduction and housing first modalities. The Outreach Specialist/Case Manager will utilize HMIS for housing case management and work collaboratively with DMH and DHS to advocate for the mental health and physical wellbeing of the participants.

Duties include but are not limited to:

- Develop an encouraging and strengths-based environment to assist individuals in obtaining their long-term housing goals using housing-first, trauma-informed, and harm-reduction approaches.
- Provide field-based assessments and linkages to external community and government resources including DPSS, DHS, and DMH
- Assist in obtaining “housing ready” documentation
- Utilize HMIS to maintain documentation, submit assessments and housing referrals, and track long-term housing progress
- Ensure all documentation, case notes, and data are filed and up to date on a weekly basis
- Maintain compliance with HIPPA
- Maintain a positive working relationship with fellow NHHA staff and volunteers, and staff and volunteers of partner organizations
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QUALIFICATIONS:

- Min. 1-year experience with providing services and outreach with persons experiencing homelessness preferred.
- Experience connecting high-barrier individuals to public services including mental health and medical resources.
- Ability to communicate effectively and with sensitivity to cultural diversity.
- An understanding and clear commitment to housing-first, trauma-informed care utilizing a harm reduction approach.
- Strong organizational skills, ability to work independently, and exercise sound judgment to achieve program goals.
- Ability to work collaboratively as part of a team of case managers.
- Experience with Microsoft Office Suite including SharePoint.
- Valid CA driver’s license preferred.
- A commitment to NHHA’s values: worthiness, inclusivity, dignity, holistic wellness, empowerment, collaboration, and transparency.

POSITION DETAILS

1. Part-Time (16-20 hours) and full-time (32-40 hours) available. Some flexibility in scheduling with hours divided between working in the field and utilizing resources at NHA sites.
2. Annual Salary for FTE (40 hours): \$48,000 to \$54,000 depending on experience, plus IRS mileage reimbursement when using a personal vehicle in the field. Benefits for 32+ hours: NHA pays 100% Kaiser Gold medical insurance plan, 100% vision and dental, life insurance, and fully vested 3%-5% 403b retirement account.
3. Equipment Used on the Job: office equipment, computers, vehicle.
4. Amount of Each Work Day Spent: **Standing** 30% **Walking** 30% **Sitting** 40% **Total** 100%
5. Employee Works: **Inside** 50% **Outside** 50%

START DATE: ASAP 2022

Physical Activity Required	Total Hours Performed Daily					
	Never	Less than 1	1-2	3-4	5-6	7-8
Lifting under 10 pounds			x			
Lifting 10-25 pounds			x			
Lifting 25-50 pounds		X				
Lifting over 50 pounds	X					
Carrying under 10 pounds			x			
Carrying 10-25 pounds		x				
Carrying 25-50 pounds		x				
Carrying over 50 pounds	X					
Pushing/Pulling under 10 pounds			x			
Pushing/Pulling 10-25 pounds		X				
Pushing/Pulling 25-50 pounds	X					
Pushing/Pulling over 50 pounds	X					
Reaching above shoulder height		X				
Reaching at shoulder height		X				
Reaching below shoulder height		X				
Talking						X
Hearing						X
Vision						X

6. Physical Activity Required To Perform Job: The information should be provided to physician performing fit-for-duty and/or pre-employment physical if applicable

Please Rate: F= Frequently O= Occasionally S= Seldom

While performing job, employee required to	How Often
Twist	S
Stoop/Bend	O
Squat	S
Kneel	S
Crawl	S
Climb Ladders	S
Climb Stairs	S
Walk on uneven ground	S

7. Working Environment: Wood flooring in hotel case management room; cement walkways at hotel; tile and carpeted flooring in NHHA program and office areas; cement, grass, asphalt in the outreach field.
8. Possible Job Modifications:

I acknowledge I have reviewed the content of this job description & task list and understand that if I have any physical limitations or require any accommodations in order to perform my job, I must immediately inform the administration.

With this signature I accept the job of "Site Manager/Outreach Specialist/Housing Coordinator" as described above:

Employee Signature

Date