



POSITION: Outreach Specialist

JOB CLASSIFICATION: Full-Time, Hourly/Non-Exempt

SALARY RANGE: \$18-\$20/hour

LOCATION: Tulsa, OK

OVERVIEW

Housing Solutions seeks motivated professionals who want to use their talents and skills to make a difference. Our staff are flexible and passionate about enriching people's lives. If you are mission-driven, dedicated to superior service and support, and diligently work independently and in a collaborative environment, join our team. HS is leading the fight to end homelessness in Tulsa County. Here, not only would your work have a real impact on the community, but we also offer a comprehensive and competitive benefits package. As the lead agency in the HUD-funded Tulsa County Continuum of Care, we coordinate and manage over \$3 million annually in federal, state, county, and city funds for programs providing shelter, housing, and services to people experiencing homelessness.

The ideal candidate will share Housing Solutions' core mission values that housing is a basic human right, that system collaboration is key to ending homelessness, and that all individuals and families deserve resources and opportunities to end their homelessness.

THE OPPORTUNITY

The Outreach Specialist is a key member of the Coordinated Outreach team that connects neighbors experiencing homelessness with services and housing, with a focus on people living in unsheltered situations. The Outreach Specialist will be responsible for outreaching encampments and high-traffic areas to perform assessments and facilitate housing placements and referrals consistent with the local Coordinated Entry System (CES).

This position will work collaboratively with internal and external teams to secure safe, suitable housing and supportive services for neighbors experiencing unsheltered homelessness. The Outreach Specialist will be mobile and will meet with clients, partner agency representatives, and housing providers approximately 80% of the time (with mileage reimbursement) and attend various meetings on-site 20% of the time.

The Outreach Specialist reports to the Outreach Program Manager.

KEY RESPONSIBILITIES

- Work collaboratively with the Director of Outreach & Engagement to conduct housing-focused street outreach to people experiencing unsheltered homelessness in the Tulsa City-County area. Outreach will occur in "hot spot" areas.



- Complete a Vulnerability Index Service Prioritization Decision Assistance Tool (VI-SPDAT) to determine vulnerability and acuity during street outreach.
- Assist clients and other individuals experiencing homelessness with accessing resources and making referrals; continue to engage with clients until shelter or permanent housing is obtained.
- Provide advocacy for clients when they encounter barriers.
- Work with clients to establish documentation required to access housing services, such as ID, social security card, and income verification.
- Assist in identifying appropriate housing and completing housing applications.
- Maintain complete client records in the Homeless Management Information System (HMIS).
- Establish and maintain positive, productive working relationships with shelter programs, mental health programs, police and other local officials, and community service providers.
- Attend team meetings, Case Conferencing, training workshops, and community meetings as needed.
- Be familiar with the overall performance goals of CES and the Outreach Specialist role and how to fully utilize the CES.
- Other duties as assigned.

REQUIREMENTS FOR SUCCESS

- Exhibits demonstrated ability to work independently and as part of a team.
- Listens with sensitivity to other people's feelings, needs, and points of view; demonstrates tact and courtesy in expressing options or ideas, and recognizing opportunities to enhance community relations.
- Is proficient with computers and related technology; must maintain accurate records in a timely manner.
- Maintains a non-judgmental attitude and a display of unconditional positive regard, is caring and compassionate.
- Displays appropriate, professional, healthy boundaries and exercises mature judgment and understanding of safety concerns.
- Completes tasks in a timely and efficient manner, utilizing good organizational skills.
- Has the ability to manage multiple cases efficiently and effectively while maintaining sound judgment.
- Adapts well to changing priorities and challenging individuals.
- Exercises good judgment and discretion in handling client confidentiality and other confidential matters.
- Deep knowledge of local social services and community resources.
- Strong organizational and time management skills.
- Able to work with and be sensitive to the needs of diverse, systemically disadvantaged populations and support Housing Solution's commitment to building equitable systems of care.



- Able to work flexible hours: may require overtime in events of inclement weather, when involved in special projects such as public meetings, or community outreach meetings. Hours worked beyond 40 hours per week may be paid overtime or adjusted in your schedule for time off later in the pay period.
- Possesses a valid Oklahoma driver's license, proof of insurance, and a clean driving record.
- Strong written and verbal communication skills.
- Problem-solving and conflict resolution skills.

WORKING ENVIRONMENT

Working environment is primarily outdoors and in the community. It will require significant time working with clients, service providers, and partner agencies outside of the office. Employees are required to use their personal cell phones for business purposes and will be provided a work tablet that can be used in the field.

This is a non-exempt, full-time position working 40 hours a week, spread out over 7 days. Some evening and weekend hours are required as team schedules demand.

PHYSICAL DEMANDS

Most of the activity will be conducted in the community, in encampments, and on the streets; this could also include performing activities in other offices, in libraries, or other community-based settings. This position also requires the ability to lift files, file boxes, furniture, open filing cabinets and bending or standing on a stool, as necessary.

DIVERSITY & INCLUSION

Housing Solutions is an inclusive employer. Housing Solutions does not discriminate against any employee or job applicant because of race, color, religion, national origin, sex, sexual orientation, gender identity, veteran status, physical or mental disability, or age. We celebrate diversity and strive to reflect the community in which we work, to better serve our clients. We welcome and encourage applications from women, culturally and linguistically diverse people, people with disability, sexually and gender diverse people, people with lived experience of adversity, and people of all ages.

As such, if you require any adjustments to submit your application, we invite you to get in touch via email at housingsolutions@housingsolutionstulsa.org, using the subject line: **Outreach Position Inquiry**.

NEXT STEPS

To be considered for this opportunity, please email your resume and cover letter to jsanders@housingsolutionstulsa.org and ldittmeier@housingsolutionstulsa.org.