



**HOMELESS PROGRAM OUTREACH WORKER**  
**(Grant Funded)**  
Bargaining Unit: SEIU  
FLSA Status: Non-Exempt

**DEFINITION**

Under the general supervision of the Homeless Coordinator/Case Manager and the Community and Recreation Services Manager, the Homeless Program Outreach Worker will assist in providing outreach and support to the CAREavan program, unhoused individuals and encampments. The Homeless Program Outreach Worker will assess needs and identify appropriate community resources to best support personal growth and success to unhoused individuals and families.

Please note that the position is grant funded. Continuance in the position is dependent on the availability of funding.

**CLASS CHARACTERISTICS**

As part of a team, performs direct outreach to unhoused individuals and families. Identifies and assesses needs of the unhoused community. Provides information and resources for housing, employment, health and other available social services. Assists the Homeless Coordinator/Case Manager in coordination with other City departments and outside agencies to address homelessness cases within the community.

**EXAMPLES OF DUTIES (illustrative only)**

- Identifies the unhoused through direct outreach, visitation and canvassing of the community.
- Canvasses and provides direct support to encampments in a team with City staff.
- Provides assistance to the Homeless Coordinator/Case Manager with the City's CAREavan Safe Parking program.
- Provides outreach services to community residents, both directly and through community organizations.
- Acts as a liaison between service providers, community partners and clients needing services.
- Assists individuals in obtaining appropriate documentation to prepare for housing and employment.
- Notifies unhoused individuals of abatement schedule and advocates for encampment residents. Posts abatement schedules at encampments and supports the encampment residents with resources.

- Documents abatement efforts including pre-and-post clean-up and move-out of encampments.
- Fosters a collaborative working relationship with other outreach teams and local agencies. Makes referrals when needed.
- Maintains detailed and accurate participant records and documentation including Homeless Management Information System (HMIS) data entry. Performs data entry tasks as assigned.
- Attends scheduled meetings, trainings, and workshops.
- Maintains current knowledge of public benefits and community resources.

**MINIMUM QUALIFICATIONS**

**Experience and Education:**

High school diploma or equivalent and at least one (1) year of experience working with the unhoused population or providing outreach services or case management to diverse populations.

Experience or education in the field of social work or case management is desirable. Bilingual skills are desirable.

**Other Requirements:**

- Must possess a valid California Driver’s license and satisfactory driving record.
- Evening and weekend work is required, incumbents may be on call for emergency call-outs.
- Obtain CPR, AED and First Aid Certification within six (6) months of employment.

**KNOWLEDGE AND ABILITIES:**

**Knowledge:**

- Union City neighborhoods and East Bay (Tri-City) resources, demographics, and services for the unhoused.
- Self-help intervention strategies.
- De-escalation, crisis intervention, conflict resolution techniques including use of motivational interviewing, harm reduction approach, and trauma-informed care.

**Ability:**

- Exercise patience, utilize good judgement and appropriate tact when interacting with the unhoused who may be mentally ill, using substances or be defensive or angry.
- Develop and maintain professional behavior and appropriate boundaries with staff members and the unhoused community on city streets, parks, business districts, at the City's CAREavan Program locations, and local encampments.
- Establish and maintain confidence and a positive relationship with the unhoused community
- Develop and maintain strong working relationships with outside providers, agencies, and other Cities, Police Departments, Public Works Department and program sites.
- Provide courteous and effective customer service to a diverse population facing social, economic, health and safety issues within the unhoused community.
- Maintain confidentiality of records, information and status of clients and program participants.  
Effective verbal and written communication skills.
- Keep abreast of client engagement theories, practices, and relevant information.
- Perform data entry and keep accurate and complete records utilizing the Homeless Management Information System (HMIS), and Microsoft Office Suite.
- Work effectively independently, and as a member of a team.