



Heartland HOUSED Street Outreach Specialist

Summary:

The Heartland HOUSED Street Outreach Specialist will play a critical role in supporting and enhancing street outreach efforts throughout Sangamon County. The Street Outreach Specialist is responsible for engaging with individuals experiencing homelessness, building trusting relationships, working closely with local medical service providers and Emergency Rooms, educate on and distribute naloxone, and connecting them to housing, services, and supports. Using a housing focused approach, the Specialist will prioritize assisting individuals in obtaining stable housing while addressing immediate needs and barriers to care. Street Outreach specialists will also provide support for individuals in pilot housing programs focused on creating solutions to unsheltered homelessness and the FUSE program in partnership with Springfield Memorial Hospital and HSHS St. John's Hospital.

This position is Full-Time and reports to the Heartland HOUSED Executive Director while working closely with Heartland HOUSED Street Outreach Coordinator. Schedule will include 37.5 hours per week with some of those hours taking place at night and on weekends.

Position Duties and Responsibilities:

- Work closely with local hospital Emergency Room staff and Street Medicine programs.
- Conduct regular outreach to unsheltered individuals in areas such as encampments, parks, and streets specifically where unsheltered individuals congregate.
- Establish trust and rapport through consistent, respectful, and non-judgmental interactions.
- Educate individuals about housing opportunities and support them on their path to permanent housing including collaboration with housing navigators and case managers to ensure continuity of care.
- Assess individual needs and strengths to support unsheltered individuals accessing services
- Support individuals in obtaining documentation required for housing (e.g., IDs, income verification, etc...).
- Distribute basic necessities while prioritizing housing-focused conversations.
- Provide information on available services, such as shelters, healthcare, mental health and substance use resources.
- Respond to Street Outreach concerns in connection to referrals from the HCoC Connect App, Heartland HOUSED staff, and community partners.
- Troubleshoot complex situations and provide follow-up care to establish linkage to services.
- Ensure Coordinated Entry access for people experiencing unsheltered homelessness
- Maintain accurate and timely documentation of outreach activities, interactions, and outcomes in accordance with program guidelines.

- Regularly enter and maintain accurate street outreach data in the HCoC Homeless Management Information System.
- Street Outreach staff will provide support to individuals in a new developed FUSE program and will provide support for pilot housing projects developed by support people experiencing unsheltered homelessness to support stability efforts and connection to housing and other community supports.
- Other duties as assigned.

Experience, Skills and Qualifications

- A high school diploma or GED preferred.
- Lived experience of homelessness, Peer Support training and certification are plusses.
- Experience working with vulnerable populations, especially those experiencing homelessness, mental illness, or substance use disorders is preferred.
- Must have driver's license
- Strong interpersonal and communication skills and the ability to work independently and in diverse team settings. Knowledge of Housing First principles and trauma-informed care is preferred.
- Proficiency in documentation and basic computer skills are essential.
- Ability to work outdoors in various weather conditions with a willingness to work flexible hours, including evenings and weekends.

The Street Outreach Specialist is a full-time, salaried position and will be a Sangamon County employee. The starting salary range for the position is \$41,604 to \$52,005 per year, with health, dental, life, and vision insurance and retirement benefits provided. Time off includes 2 weeks paid vacation, 12 paid sick days, 3 paid personal days, and 13 paid holidays per year. This is a grant-funded position, subject to the terms and duration of the grant.

To apply for the position, email your resume and three letters of recommendation to josh@heartlandhoused.org by Friday, October 9th at 4 PM.