

Southwestern Wisconsin Community Action Program, Inc.
Job Description

Job Title: Emergency Housing Outreach Specialist

Exempt (Y/N): Y

Job Grade: 4

Location: Dodgeville

Department: Emergency Housing

Supervisor: Michelle Friedrich, Emergency Housing Director

Prepared By: David Vobora, Deputy Director

Date Prepared: 08/05/2020

Approved by Personnel:

The Outreach Specialist is the first point of contact for families or households that may wish to participate in SWCAP's Emergency Housing Services. The Outreach Specialist maintains productive relationships with current and prospective clients, with peer programs, with currently participating and prospective landlords, and with regulatory authorities. The Outreach Specialist assures compliance with Coordinated Entry requirements and best practices.

Examples of duties:

1. Develop relationships with peer programs that may be sources of referrals to Emergency Housing and keep them informed of program status and availability to serve additional clients.
2. Develop relationships with area landlords that may be willing to participate in SWCAP Emergency Housing services.
3. Perform intake when clients are referred to SWCAP Emergency Housing:
 - a. Screen for eligibility.
 - b. Administer the VI-SPDAT assessment.
 - c. Collect required documentation from clients, peer programs or landlords. Follow-up as needed. Upload copies of documents to HMIS.
 - d. Enter client data into the Homeless Management Information System (HMIS).
 - e. Enter client data into SWCAP's EmpowOR client tracking system.
 - f. Maintain regular contact with clients until they may be accepted into an Emergency Housing program, or their housing issues are otherwise resolved.
4. Develop and maintain outreach materials for SWCAP's Emergency Housing programs.
5. Keep up-to-date with Balance of State Continuum of Care requirements for Coordinated Entry services, and assure that SWCAP meets or exceeds requirements. Participate in Balance of State Continuum of Care training sessions as requested. Participate in local emergency housing coalition meetings as requested.
6. Periodically train and inform peer programs and landlords of Coordinated Entry requirements and processes.

7. According to Coordinated Entry protocols, select clients for service from the Coordinated Entry By-Name Priority List. Refer selected clients to the Program Director.
8. Develop and maintain a SWCAP Coordinated Entry Policies and Procedures manual.
9. Perform other clerical and administrative tasks needed to support SWCAP Emergency Housing program operations.
10. Becomes trained in, then practices and promotes Trauma Informed Care.

Requirements:

1. High school diploma or equivalent.
2. Above average command of the Microsoft Office Suite of software. Ability to learn software quickly.
3. Excellent data entry skills. Excellent data quality skills.
4. Above average telephone skills.
5. Maintain the confidentiality of client data.
6. Math skills sufficient to coach others in household budgeting.
7. Access to vehicle for travel within SWCAP's service territory, and, at times, elsewhere in Wisconsin.
8. Proof of in-force Wisconsin automobile insurance.
9. Ability to pass Wisconsin criminal background check.

Experience:

1. At least two years of previous work experience in a professional office setting is required.
2. Previous experience with supportive housing programs is an advantage.
3. Previous experience working with families in crisis is an advantage.
4. Previous experience working in a non-profit agency serving those who may be affected by poverty is an advantage.

Required Licenses/Certifications:

- Valid Wisconsin Driver's License.
- Ability to obtain license to use Wisconsin's Homeless Management Information System (ServicePoint).

SWCAP is an Equal Opportunity Employer.