



**Job Title:** Outreach Specialist

**Employee Status:** Regular, Full Time

**Department:** Roads Home

**Reports to:** Program Manager

### **Company Overview**

Celebrating its 50th anniversary in 2020, Berkeley Food and Housing Project (BFHP) has a clearly stated mission: to ease and end the crisis of homelessness in our communities. Every program in each region; Alameda County, Contra Costa County, Solano County, Sacramento County, San Joaquin County and Amador County, supports this mission and everyone who works for or on behalf of BFHP understands and is dedicated to this mission and purpose. With programs ranging from free meal service to permanent supportive housing, BFHP provides a continuum of care to accommodate a broad spectrum of specialized needs. The Agency's mission is responsive to the constituency and communities served by it and of value to the society.

### **Program Description**

A Pathway to Housing for Homeless Veterans – join a team that assists Veteran families experiencing homelessness to attain housing placement and housing stability. BFHP is expanding on our successful Supportive Services for Veteran Families (SSVF) Roads Home program to connect very low-income homeless individuals and families with permanent housing. The program provides street and venue-based outreach, case management, permanent housing placement, temporary financial assistance, employment assistance, and assistance in obtaining VA and other benefits. The program will work with all participants to develop and carry out action plans that improve their health and wellness.

### **Position Summary**

Under supervision of the Program Manager, Outreach Specialist will support the Roads Home team by engaging and building rapport with Veterans experiencing homelessness. The outreach team provides street outreach to individuals living on the streets by engaging in conversation and deep / active listening. The goal of the outreach team is to establish trusting relationships with individuals and connect them with the resources and services they may need. The Outreach Specialist will assess and connect participants to housing and case management assistance.

### **Essential Duties and Responsibilities**

- Provide street-based outreach to individuals and families experiencing homelessness in the counties Roads Home serves. Locations include but are not limited to encampments, parks, shelters, treatment facilities, health clinics, hospitals, jail, court, etc.
- Serve as the liaison between homeless individuals and the Roads Home team.
- Use active listening and motivational interviewing techniques to engage with people experiencing homelessness.
- Work with Program Manager to monitor program enrollment and target outreach efforts to



identify homeless individuals and families who have chronic health conditions and/or need medical services frequently.

- Conduct pre-screens to determine program eligibility. Assist with completing assessment and intake.
- Assist in linking participants with community treatment services for mental health, substance recovery, physical health care, housing, advocacy, food, and other services.
- Foster a collaborative working relationship with other outreach teams and local agencies.
- Ensure proper and timely documentation of services including HMIS data entry.
- Attend and participate in all assigned program and external meetings.
- Complete the Privacy and Security training and all other assigned staff trainings.
- Maintain confidentiality regarding clients, personnel and other internal agency affairs.
- Work within the framework of the BFHP's Code of Conduct.
- Be responsible to other staff, clients, BFHP and its stakeholders, both for your actions and your decisions not to act.
- Conduct business in accordance with the Team Handbook, exercising sound judgment and serving the best interests of BFHP and the community.
- Commit yourself to treating each community member with respect and dignity.
- Perform other tasks as assigned by supervisor.

### **Qualifications, Skills and Abilities**

- Two years' experience as an outreach worker or case manager.
- Commitment to serving homeless individuals. Prior experience working with homeless clients or lived experience is highly preferred.
- Veteran status highly preferred.
- This position requires working independently and with outreach lead in the field, and may include some periodic scheduled evening hours.
- Proficiency with PC Computer systems and Microsoft Office (work, excel); experience with HMIS data entry strongly preferred.
- Ability to work with clients that may own large dogs.
- Ability to establish a rapport with people experiencing homelessness, including those who are service resistant.
- Strong community networking skills and ability to build resources and relationships that improve continuity of care.
- Knowledge of the VA Health Care system, preferred.
- Must have a valid driver's license, reliable personal vehicle, and clean DMV record.
- Must be able to obtain background check clearance.

We are extremely proud of our diverse team and welcome all qualified applicants regardless of race, color, religion, age, sex, language, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Job Type: Full-time



3225 Adeline Street, Berkeley, CA 94703  
info@bfhp.org | 510.649.4965 | BFHP.org

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Pay: \$22.66 per hour