

Job Title: Homeless Outreach Coordinator

Reports to: Program Manager of Outreach Services

FLSA Status: Full time, Non-Exempt, Hourly (DOE)

Schedule: Wednesday – Sunday – 7 am – 3:30 pm

About the Downtown San Diego Partnership The Downtown San Diego Partnership (DSDP) serves as the leading advocate for the economic vitality and growth of Downtown San Diego. We are a member-based, nonprofit organization with nearly 300 members, representing a variety of business sectors including real estate, technology, banking, law, defense, insurance, communications, energy, and tourism. Our members are committed to creating a vital and vibrant urban center that benefits the entire San Diego region.

In addition, we manage the Property and Business Improvement District (also called our Clean & Safe Program), City Center Business Improvement District (BID) and three Charitable Foundations. Through these programs, we provide enhance services in maintenance, safety, and beautification within 275 blocks in Downtown, support business promotion and retention, and improve the quality of life within our community. These programs provide an annual contractual budget of approximately \$9.3M annually.

Clean & Safe is committed to serving the following neighborhoods: City Center, Columbia, Cortez Hill, East Village, Gaslamp Quarter and Marina that make up Downtown San Diego. The 24/7 Operations consists of maintenance services along the public right of way, beautification efforts along with security and outreach services. This includes: Sweeping, trash removal, doggy bag dispenser refill, tree trimming, pressure washing, graffiti, gum and sticker removal. The Clean & Safe Operations is committed to providing great customer service along with providing a cleaner and safer downtown to our stakeholders and residents. To learn more about our work in these areas, please visit: <https://downtownsandiego.org/>

Our Values

- **Deliver excellent service:** We strive to provide exceptional customer service through listening to our customers, providing efficient services, and innovative solutions resulting in value for our many stakeholders.
- **Be fun and open-minded with a quirky sense of creativity:** We work hard but take time to celebrate our collective achievements and realize there's always more than one perspective to consider when approaching a challenge.
- **Pursue growth and learning:** We invest in our people so they can continue to build skills and perspectives that enrich the work we do.
- **Build honest relationships and communication:** We believe honesty leads to strong relationships built on a foundation of trust.
- **Nurture a safe work environment:** We have a collective commitment to emphasize safety over competing goals to ensure the protection of people and our environment.
- **Inclusiveness and diversity:** We honor the inherent value of every individual's unique story, experience, and perspective. We strive to amplify the voices of our staff, community, and

stakeholders and to create a safe and inclusive environment where everyone can contribute one's authentic self.

Position Summary

Under the direction of the Program Manager of Outreach Services, the Homeless Outreach Coordinator will act as an advocate for individuals experience homelessness in Downtown San Diego. The Homeless Outreach Coordinator will assist clients with navigating additional systems of care, including housing, homeless certification, connections to various service providers, and access to the Family Reunification Program. The Homeless Outreach Coordinator will work in partnership with the City of San Diego, behavioral health providers, social service agencies, the Homeless Outreach Team (HOT), and various levels law enforcement. The Homeless Outreach Coordinator will assist and provide clients with the resources, guides, and information about accessing services and other benefits unique to the homeless population through Street Case Management & Housing Navigation.

Essential Job Functions & Duties (70%)

- Schedule and facilitate outreach activities for individuals experiencing homelessness on the streets of Downtown San Diego
- Meet and assist clients daily, via phone or in person, with employment opportunities, substance abuse treatment, mental health counseling, and housing opportunities
- Document all contacts and outcomes in the internal database, uploading necessary information to external database on a case by case basis
- Adhere to all local, state, and federal guidelines and laws i.e HIPAA, OSHA, FLSA
- Provide case management services for individuals/households in need of various outreach services
- Complete assessments on each client, including VI-SPDAT and entering information into HMIS/CES database
- Assist clients in completing housing applications and move in process as needed
- Assist and locate affordable housing options for interested clients, directly assisting with rental process
- Maintain and develop relationships with federal, state, and local agencies that serve as referral resources for clients
- Perform special assignments unique to the departments function (homeless counts, data processing, presentations etc.)
- Perform other tasks as assigned by department, including Executive Director/Senior Vice President of the Clean & Safe program.

Financial Management (10%)

- Receive verbal/written approval from Program Manager of Outreach Services for all purchases
- Complete purchases in a timely manner, scan all receipts to Accounting within 24 hrs of purchase, placing physical receipts in finance inbox

Administrative Management (15%)

- Adhere to all local, state, and federal guidelines and law. I.e HIPAA, OSHA, FLSA
- Answer all incoming calls from clients and various provider's in polite and professional manner
- Respond to all email request within 72 hours

Other Duties as assigned (5%)

Required Qualifications, Skills, and Abilities

- Understanding of the homeless population, their needs, and available resources
- Prior experience in providing outreach services to individuals from diverse backgrounds
- Knowledge of San Diego social services and housing options is preferred
- Strong verbal communication and listening skill
- Outstanding customer service skills, electronically (email/ phone) and in person
- Basic knowledge of Microsoft Office, Word, Excel, PowerPoint, and the functionality of Outlook
- High School Diploma or GED (AA or BA preferred)
- Bilingual or Multilingual preferred
- Valid Driver's License required

Core Attributes

- Proactive
- Attention to detail
- Flexible
- Outstanding customer service

Total Rewards Package This is a temporary, full-time non- exempt (hourly) position. The salary range for this position is \$19.50 - \$21.50 per hour (DOE). This position is contingent on successfully passing a background check, reference check, drug screen, and physical.

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| • Medical Coverage | • Dental Coverage | • Vision Coverage |
| • Parking Allotment | • 401K Plan | • Employee Assistance Program |
| • 3 Weeks of PTO | • 11 Federal Holidays | |

How to Apply?!

Please apply online at <https://downtownsandiego.org/careers/>