**Status:** Exempt

**Salary Range:** $52,000-$58,240

**Reports to:** Chief Program Officer

**Regional Outreach Coordinator**

**North Region**

The Regional Task Force on Homelessness (RTFH) is a non-profit organization and is the designated Continuum of Care (CoC) lead agency for the San Diego region. The 31-member CoC Advisory Board and the membership is an integrated array of stakeholders tasked with strategic planning and coordination of resources to strengthen our collective impact in ending homelessness so that it will be rare, brief, and non-recurring. RTFH is the homeless policy expert and lead coordinator for the introduction of new models and implementation of best practices for the San Diego region. We provide essential data and insights on the issue of homelessness, informing policy and driving system design and performance. This includes managing the Homeless Management Information System (HMIS), conducting the annual Point-In-Time Count (PITC), and implementing the Coordinated Entry System (CES). Leveraging the comprehensive resources of the CoC, RTFH believes homelessness is solvable in the San Diego region.

**PURPOSE:**  
RTFH is not a direct service provider, therefore, the RTFH Regional Outreach Coordinator is a resource liaison between RTFH and providers to stay informed of housing and support resources within the continuum of services and to identify gaps in housing resources within the region: North

The is a field-based position that focuses on establishing, strengthening, and maintaining relationships with the regional outreach teams and other stakeholders within an identified region (North) to identify and expedite the connection to available housing resources in the San Diego region.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Assists in the ongoing implementation and goal of the Regional Community Action Plan to Prevent and End Homelessness in San Diego County.
2. Assist the CoC Lead with all Point In Time Count (WeAllCount) Activities, including but not limited to planning of the PITC, recruiting volunteers, training, participating in the PITC, and other activities as assigned.
3. Will assist the HMIS-CES team in daily operations, including returning of phone calls and emails to connect individuals and families experiencing homelessness who may face barriers in connecting with resources.
4. Participate in case conferencing as needed and serve as a point of contact for providers to discuss the regional housing resources, available housing inventory, and serve as a “warm handoff” when connecting providers and participants.
5. Establish and maintain relationships with the regional outreach teams and provide assistance as necessary in locating people who have been matched with a housing resource but providers have been unable to locate.
6. Will maintain communication and continue to strengthen relationships with housing providers, Access Sites, and other partners to identify availability of housing resources within each region and/or subpopulation.
7. Performs outreach to new organizations to build relationships and bring more resources to the outreach effort.
8. Work with a Diversion Training technical assistance and schedule quarterly Diversion Training for the CoC, including but not limited to the planning, scheduling, and facilitate or co-facilitate the trainings.
9. Establish and strengthen relationships with communities that are recipients of new voucher projects such as Emergency Housing Vouchers (EHV), to quickly identify housing resources and supportive services to connect individuals and families to appropriate resources.
10. Will work closely with HMIS/CE team to provide specific housing resources for special projects such as EHV and HUD VASH.
11. Participates in outreach events for the purpose of engagement and client linkage.
12. Develop and track metrics to measure available community resources in the region and or subpopulation of homeless individuals.
13. Provides effective data management practices by keeping up to date database(s) of available housing resources in each identified region.
14. Maintain confidentiality and privacy standards of service-partner protected health information and other applicable information and material in accordance with agency policies, and applicable regulations including HIPPA.
15. Researches Housing and Urban Development (HUD), National Alliance to End Homelessness (NAEH), and other well-known best practice entities to inform scope of work.
16. Attends project meetings, trainings and other meetings as assigned.
17. Performs data entry as required.
18. Perform other related duties as assigned or required.

**KNOWLEDGE, SKILLS AND ABILITIES:**

*Knowledge of:*

* Continuum of Care (CoC) objectives and strategies
* Demonstrated understanding of Housing First, trauma-informed care and motivational interviewing practices
* Conflict resolution and mediation skills
* Data Management
* Office software suite
* Telephone, office, and online etiquette

*Excellent Skills in:*

* Attention to detail and organization
* Oral and written communication
* Time Management
* Customer service and relationship building
* Presentation and training
* High emotional intelligence

*Ability to:*

* Meet critical deadlines
* Solve complex problems and issues individually or as part of a team
* Interpret and accurately implement a variety of instructions and regulations
* Communicate effectively with persons of various social and economic backgrounds, including agency leadership, service providers, and individuals experiencing homelessness.
* Work independently with minimal supervision.
* Maintain a positive attitude while managing stressful situations.
* Create a welcoming and supportive environment for coworkers and those seeking assistance.

**EDUCATION AND EXPERIENCE:**

A Bachelor’s Degree from an accredited U.S. college or university or a certified foreign studies equivalency in fields related to policy, public administration, business, or social services, or related field, and a minimum of two (2) years of professional experience in homeless services.

**Note:** Lived Experience or multiple years of experience in homeless services may be substituted for education. Understanding of San Diego homeless and housing providers, knowledge of HMIS, CES and HUD, and/or previous experience working with nonprofit organizations and/or community-based organizations is a plus.

**PHYSICAL DEMANDS**

* The physical demands here are representative of those met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
* While performing the duties of this job, the employee is regularly required to sit; use hands to hold objects, writing instruments, the telephone, or files; and talk and hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand and walk.
* The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT**

* This position is San Diego based and requires in person work. Office activities can be conducted remotely or in the RTFH Office. RTFH provides all employees with technology and supplies to work remotely.
* Benefits package includes medical, dental, vision, and life insurance, SIMPLE IRA, and paid time off.
* The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
* While performing the duties of this job, the employee is occasionally exposed to chemicals such as cleaning supplies and office products. The noise level in the work environment is usually moderate. The

temperature in the work environment is maintained at a reasonable level.

* Appointments are typically made between the minimum and the midpoint of the range, depending on qualifications
* RTFH is an Equal Opportunity Employer