

Coachella Valley Rescue Mission
Outreach Team
Job Description

Title: Outreach

Hourly Position: Based on a thirty-two to thirty-eight hour work week.

Duties and Responsibilities:

1. Performs persistent and frequent outreach throughout the Coachella Valley where those experiencing homelessness reside and congregate, and respond to community requests for street outreach intervention.
2. Coordinates and participates in the day-to-day operations of homeless outreach and engagement programs.
3. Visits communities and canvasses neighborhoods, parks, riverbeds, businesses, and trails in search of homeless individuals.
4. Understanding and adhering to all Mission policies, procedures, and job responsibilities.
5. Responsible for inspection of all Mission vehicles daily, to ensure proper cleanliness, fueling needs and all safety measures are being met (i.e. wipers, tires, oil, etc.).
6. Drive all vehicles in a safe and courteous manner, and in accordance with the law.
7. Write itemized receipts for all donations as picked-up (no\$ value on receipts). Turn in receipts, daily, upon returning to Mission.
8. Never exceed maximum load weight on any Mission vehicle.
9. Maintain daily log book for fluid levels and tire pressure.
10. Maintain daily log book for each vehicle (miles, pick-up locations, dates, and times).
11. Maintain repair and maintenance log books for all Mission vehicles.
12. Orient new arrivals to shelter protocols and policies
13. Inform clients of safety, policies and procedures
14. Ensure compliance with department policies and procedures.
15. Establish and maintain positive working relationships with clients
16. Responsible for maintaining all HIPAA (Health Insurance Portability and Accountability Act of 1996) laws designed to provide and protect patients and their medical records (paper or electronic). Violations of HIPAA, whether willful or due to negligence, are subject to fines per incident and may result in termination of employment.
17. Utilize preventive skills in a potential volatile or difficult situation
18. Connecting client follow-up with County Services
19. Document and maintain accurate client service logs, client intake, client document
20. Maintain accurate client information into the Homeless Management Information System (HMIS) during your assigned shift
21. Attend monthly staff meetings or training meetings
22. Work additional shifts where needed (coverage for vacation or sick leave)
23. Ensure flow of critical information, including documentation, and shift change to bring forward issues and occurrences that take place while on shift.
24. Case Manage- Assess client's needs such as program, housing, transportation, education, and their recovery.

Skills and Abilities

1. Must possess mobility to work in the field; strength, stamina, and mobility to climb and descend stairs, and to operate a motor vehicle and visit various sites; must maintain physical condition necessary for sitting, walking, or standing for prolonged periods; heavy, moderate, or light lifting pulling, pushing, kneeling, and bending. must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking, hiking, and/or climbing in and through areas to identify situations, problems, or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard and operate other office equipment.
2. Must possess and maintain a clear, valid, California Driver's License.
3. Effective time management and problem solving skills.
4. Team player, with the ability to follow instructions.
5. Handwritten case notes in the field, transfer to on-line programs.
6. Must be able to navigate and a tow trailer.
7. Good communication skills with clients and other agencies.
8. Develops and maintains relationships with various public and private service agencies, community groups, and faith-based communities to obtain services for homeless individuals.

Reports To: Outreach Coordinator

Supervises: Volunteers

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this is intended to be a reflection of the current job, management reserved the right to revise the job when circumstances change (e.g. emergencies, rush jobs, changes in personnel, workload, technological developments, etc.).

I have read this Job Description and I certify that I can perform all the essential job functions without a significant risk to the safety or health of others or myself, which cannot be eliminated by reasonable accommodations.

Employee signature

Date

Revised January 25 2023