



# Boulder Shelter for the Homeless

## Job Description

<p><b>Job title:</b> Housing-Focused Outreach Team Member</p>
<p><b>Reports to:</b> Housing-Focused Outreach Team Lead</p>
<p><b>Status of position:</b> Full Time - 40 hours per week; may involve nights and/or weekends</p>
<p><b>Primary Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Frontline work with a housing-focused homelessness outreach team, which reaches people where they are to aid in navigating complex, intersecting systems with the end goal of obtaining permanent, stable housing.</li> <li>• Provide a diverse population with in-depth, mobile case-management which can include, but is not limited to:             <ul style="list-style-type: none"> <li>○ Legal, medical, benefit, and housing advocacy</li> <li>○ Transportation to various appointments</li> <li>○ Obtaining vital legal documents</li> <li>○ Navigating systems to help obtain non-cash benefits and medical insurance/treatment</li> <li>○ Conducting housing assessments</li> <li>○ Advocating for clients in housing meetings and aiding in the housing search once matched with a voucher/housing resource</li> <li>○ Tracking and management of each individual's housing plan from initial introduction in the field to moving them into housing</li> </ul> </li> <li>• Outreach to individuals who are not otherwise engaged with or seeking services with the end goal of ending their homelessness</li> <li>• Proactively seek creative solutions to complex problems where there is often little to no precedent</li> <li>• Proactively search, identify, and connect with individuals least likely to connect with other services – independent of behavior, diagnosis, identity, or other factors that potentially limit such connections</li> <li>• Maintain professional, safe boundaries in all interactions</li> <li>• Understand and uphold boundaries while maintaining a trauma-informed approach</li> <li>• Develop and maintain collaborative working-relationships with other social service providers in Boulder county</li> <li>• Collect survey data and take effective field-notes on client interactions</li> <li>• Promote a healthy and collaborative working relationship within the team</li> <li>• Embrace the organization's mission while upholding its core values: Treating all with dignity, achieving results through competence and creativity, offering support and opportunity, and practicing responsible stewardship</li> </ul>

**Qualifications:**

- Individuals with previously lived experience strongly encouraged to apply
- Willingness and ability to communicate effectively across diverse populations
- Ability to balance the needs of structure-averse client populations with highly-structured management populations
- Willingness to follow rules while advocating for exceptions to those rules
- Attention to detail and ability to work with minimal supervision
- Working knowledge of MS Word, Excel, MS Outlook preferred

**Requirements:**

- Ability to meet clients in all types of external conditions, which may include a variety of weather, light levels, temperatures, and other types of outdoor exposure and environmental factors common to Colorado
- Ability to walk, climb, stoop, kneel, and otherwise move to areas where people experiencing homelessness may habituate; ability to carry up to 50 pounds; ability to communicate with wide variety of individuals experiencing homelessness, including those who may experience mental health and/or substance use challenges
- Driver's license with good record required for traveling to meet with clients

**Compensation:**

Pay: \$24.68 per hour plus \$1.50 per hour for bilingual employees

Competitive benefits, including health, dental, life insurance, subsidized ECO Pass, and generous paid time off

The Boulder Shelter for the Homeless is an Equal Employment Opportunity Employer