



Boulder Shelter for the Homeless

Job Description

Job title: B THERE Outreach Team Lead
Reports to: Chief Program Officer
Status of position: 40 hours per week; may involve nights and/or weekends
<p>Primary Responsibilities:</p> <p>Team Leader</p> <ul style="list-style-type: none"> • Oversee all aspects of team's ongoing, housing-focused outreach throughout the City of Boulder • Build and maintain collaborative working-relationships with HSBC, City of Boulder, the VA, and other partner agencies to increase housing outcomes in Boulder County • Ensure that the team's goals are well-defined, reasonably met, and well-reported • Supervise team members to ensure safe and effective work • Conduct weekly one-on-one supervision meetings with each team member • Conduct weekly team meetings to assess the team's caseload and develop strategies for each individual client to drive housing outcomes <p>All Team Members</p> <p>Frontline work with a housing-focused homelessness outreach team in Boulder, which includes reaching people where they are to aid in navigating complex, intersecting systems with the end goal of obtaining permanent, stable housing.</p> <ul style="list-style-type: none"> • Provide a diverse population with in-depth, mobile case-management which can include, but is not limited to: <ul style="list-style-type: none"> • Legal, medical, benefit, and housing advocacy • Transportation to various appointments • Obtaining vital legal documents • Navigating systems to help obtain non-cash benefits and medical insurance/treatment • Conducting housing assessments in the field or in the office • Advocating for clients in housing meetings and aiding in the housing search once matched with a voucher/housing resource • Tracking and management of each individual's housing plan from initial introduction in the field all the way to moving them into housing • Outreach to individuals who are not otherwise engaged with or seeking services with the end goal of ending their homelessness • Proactively seek creative solutions to complex problems where there is often little to no precedent • In all engagements, keep in mind that the most important and effective answer to homelessness is housing

- Engage with all types of people experiencing homelessness, with an emphasis on those who are unsheltered and are not seeking or receiving other services
- Communicate relevant program information and updates, especially related to housing and other sustainable outcomes
- 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
- Maintain professional, safe boundaries in all interactions
- Understand and uphold boundaries while maintaining a trauma-informed approach
- Advocate for vulnerable people while maintaining awareness of bureaucratic requirements, including requirements for housing
- Develop and maintain collaborative working-relationships with other social service providers in Boulder County
- Pursue day-to-day operations relating to program goals, policies, procedures, and safety guidelines
- Collect survey data and take effective notes on client interactions
- Develop community relationships and increase public awareness of the needs of Boulder County's homeless population
- 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

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 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

Compensation: \$28.00 - \$31.00 per hour, depending on experience and qualifications
 Comprehensive benefits package that includes: health, dental, life, disability insurance, retirement plan, Paid Time Off, and EcoPass

To Apply: Send cover letter and resume to Meagan@bouldershelter.org

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

