



City of Tempe

HOMELESS OUTREACH SPECIALIST

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	534	<i>FLSA Status:</i>	Non-Exempt
<i>Department:</i>	Human Services	<i>Salary / Hourly Minimum:</i>	\$19.681250
<i>Supervision Level:</i>	Non-Supervisor	<i>Salary / Hourly Maximum:</i>	\$26.574038
<i>Employee Group:</i>	NSU	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Housing Services Specialist II+
<i>Drug Screen / Physical:</i>	N	Y	<i>EEO4 Group:</i> Professionals

DISTINGUISHING CHARACTERISTICS

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REPORTING RELATIONSHIPS

Receives functional direction from the Homeless Coordinator; receives direct supervision from the Housing & Revitalization Manager.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	One year of experience working with homeless individuals and families. Bilingual (Spanish/English) skills are desirable.
<i>Education:</i>	Requires a High school diploma or GED; Equivalent to a Bachelor's degree from an accredited college or university with major coursework in social work, psychology or degree related to the core functions of this position is preferred.
<i>License / Certification:</i>	Must possess and maintain a valid driver's license.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To engage and assist homeless and near homeless individuals, families and youth in services to end their homelessness.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Provide mobile outreach and engagement to unsheltered people within Tempe. Connect and refer both homeless and those who are about to become homeless to information, services, provider agencies and organizations that will assist them.
- Respond to requests for service from the public (e.g. Tempe residents, businesses, churches and social service agencies).
- Provide housing barrier assessments data collection, used to facilitate housing placement through the Maricopa County Regional Coordinated Entry System.
- Provide direct navigation service as needed, including but not limited to: survival aid, transportation, securing benefits, mediation with families and property manager, paperwork, assisting with housing search, connection to mental health services, and continuing time limited supports once the person or family is sheltered or housed permanently.
- Maintain accurate records including clients served, entered into the Human Management Information System (HMIS).
- Assist the development and implementation of the annual Housing and Urban Development (HUD) Point in Time Homeless Street Count.
- Assist with special events such as Project Connect.
- Maintain mobile van (check fluids, tires, wash van regularly, clean inside of van daily.) Maintain supplies (snacks, water, etc.) and resources (brochures, paperwork, etc.) in van. Maintain stock supplies in the office.
- May require some evening and weekend work.
- Report any concerns directly to supervisor.
- Provide services and respond to requests from the Housing Department, such as requests for housing-based follow-up services.
- Attend workgroup meetings, trainings, and participating in continuous quality improvement of the program.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

PHYSICAL DEMANDS *AND* WORK ENVIRONMENT

- Lift heavy objects up to 50 lbs.;
- Operate city vehicles;
- Traverse uneven surfaces (i.e. Homeless outreach is primarily conducted in Tempe parks and therefore requires traversing through grass, dirt and other uneven surfaces);
- Operates computers, calculators and other office machines;

- Work out-of-doors in inclement weather;
- Exposure to heat, cold, dampness, dust pollen, odors, fumes, etc. (i.e. Homeless outreach is conducted throughout the year and requires the ability to withstand summer heat);
- Exposure to blood and airborne pathogens: body fluids, etc.

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective April 2015

Revised February 2018 (revised purpose statement, job duties, min qualifications, and physical activities)