



Title: Outreach Care Coordinator

Share provides a wide spectrum of services ranging from street outreach, hunger response, and emergency shelter to housing and asset building. We offer individuals services, resources, and the tools they need to end their homelessness, secure housing, and maintain that housing. Each year, we assist more than 8,000 people experiencing poverty, hunger and/or homelessness.

We seek bright, driven people who are passionate about social justice and who want challenging career opportunities that deliver personal and professional fulfillment. Our dedicated and energetic employees provide essential services to a vulnerable population. We take pride in making a difference in the lives of so many every day.

Share recognizes that our employees are the foundation for our organization as well as our heart and soul. Share has a generous and robust benefit package including 4 weeks of PTO, paid sick leave, a wellness program, a matched Simple IRA and health, dental and life insurance. We encourage a culture of supportive compassion for our participants, co-workers, and volunteers.

Share's Mission:

Share believes every person counts. Together we pursue a stronger community by building relationships, advocating for equitable access to housing and food stability while empowering every individual to grow and thrive.

DE&I Statement:

Share wants to be part of a community that brings about change. We are committed to actively working to dismantle racist systems, focusing on sustainable solutions to structural racism, police violence, and inequitable economic, health care, and education systems. It requires all institutions, including ours, to ask what more we can and should do to live our commitments to diversity, equity, and inclusion – and we must be brave enough to make changes.

Job Summary

Outreach Care Coordinator provides client-centered, trauma informed street outreach support and services to people experiencing homelessness to assist the individual in achieving their goals. This includes housing assistance, providing basic needs/supplies, direct referrals for physical health, mental health, and substance abuse services, transportation assistance, benefit assistance, and providing information on where to access services throughout Clark County. This position will specifically serve people experiencing unsheltered homelessness who are encountered at site-based permanent supportive housing (PSH) locations.

Outreach Care Coordinator will provide resources to improve the health and housing outcomes of unhoused people frequenting PSH locations. This position will allow for flexible scheduling to meet the needs of clients and the facility and could include evening and weekend hours.

Knowledge, Skills and Abilities

- Knowledge of housing first philosophy, harm reduction, and trauma informed care
- Knowledge of challenges faced by those living in homelessness
- Skilled in crisis intervention techniques
- Ability to build positive and trusting relationships with diverse populations, particularly people experiencing serious and persistent mental illness and substance use disorder
- Ability to participate in program evaluation
- Ability to establish and maintain professional working relationships with community members, business owners, funders, government officials, and law enforcement

Summary of essential job functions and responsibilities

- Conduct harm reduction services including syringe/needle exchange according to Share's Syringe Service Program Policies and Procedures
- Identify and implement innovative engagement strategies to reach currently underserved persons who inject drugs
- Provide trauma informed outreach and engagement services to people experiencing homelessness
- Assist participants in linkage to desired supportive services and housing barrier reduction
- Maintain records and enter client engagement information into the HMIS database system
- Gather data and participant feedback to demonstrate outcomes of program
- Respond to crisis situations as needed
- Engage community members and local businesses to problem solve ways to effectively engage with people experiencing homelessness
- Attend staff meetings, workshops, and trainings

- Perform related duties as assigned

Minimum Qualifications

- Two (2) years experience working with people experiencing homelessness, substance use disorder, must have 2 years or more experience in mental health counseling
- Knowledge of harm reduction practices and have the ability to provide high quality non-judgmental services
- Experience and ability to work with diverse communities
- Possess or be able to obtain CPR, blood borne pathogens, basic first aid certification
- Ability to utilize Microsoft Office software
- Have or be able to easily obtain the skills to work with the HMIS database
- Exhibit the ability to work as a collaborative and productive part of a team
- Must have valid driver's license

Work Environment and Physical Demands

The nature of the work involves working with people living in homelessness, including streets, woods, and under bridges. Occasional first aid may involve exposure to blood and other bodily fluids.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.