



All Roads

Job Description

Job title: Housing-Focused Outreach Team Lead
Reports to: Chief Shelter Officer
Status of position: 40 hours per week; may involve nights and/or weekends
Primary Responsibilities: Team Leader <ul style="list-style-type: none">• Oversee all aspects of the team’s ongoing, housing-focused outreach throughout the City of Boulder• Build and maintain collaborative working-relationships with Homeless Solutions Boulder County (HSBC), City of Boulder, the Veterans Administration, 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 All Team Members <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> <p>Team members should be able to provide a diverse population with increased access to services aimed at securing stable housing. A fundamental goal is to outreach to individuals who are not otherwise engaged with or seeking services with other providers. All engagements should be based on the recognition that the most important and effective answer to homelessness is housing.</p> <p>One should be able to:</p> <ul style="list-style-type: none">• 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 for, 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
- Proactively seek creative solutions to complex problems where there is often little to no precedent
- 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
- 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

The work may include mobile case management that includes (but is not limited to):

- 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
- Collect data and take effective notes on client interactions

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 an RTD Eco Pass

To Apply: please send a resume and cover letter to Spencer, spencer@allroadsboco.org

All Roads is an Equal Employment Opportunity Employer

Colorado Residents: In any materials you submit, you may redact or remove age-identifying information such as age, date of birth, or dates of school attendance or graduation. You will not be penalized for redacting or removing this information.