



ECHO Job Description

Job Title:	Outreach Coordinator
Department:	Coordinated Entry
Reports To:	Outreach and Navigation System Manager
Date Created/Revised:	4/9/2021
Starting Salary	\$45,000
Position Type	Full-Time, Exempt

Position Summary

The Ending Community Homelessness Coalition (ECHO) is seeking a full-time Outreach Coordinator to support Austin/Travis County's homelessness outreach system through efficient and equitable connection of individuals experiencing homelessness to opportunities for crisis services, emergency beds, basic needs, and programmatic pathways to permanent housing. The coordinator will provide leadership to the outreach system through provision of technical assistance to partner agencies, liaising between programs for coordination of client cases, and coordinating direct outreach staff as they engage and build rapport with people experiencing unsheltered homelessness. This position will be a critical role in the support of system-wide plans to coordinate services related to Encampment Responses / Public Space Management.

A successful candidate should be flexible to adapt the needs of an ever-changing system and should support the iteration and improvement of the homeless response system. Candidates should be strongly committed to coordinating and supporting outreach systems that work directly with individuals and families with complex needs as well as demonstrating leadership experience in working as part of a broader collaborative system.

This position will be instrumental in ensuring that the community's street outreach services fully cover all geographic areas and encampment locations in the Austin/Travis County area, with a special focus on ensuring that outreach services are readily available to traditionally underserved populations experiencing unsheltered homelessness, such as clients who are Black, Indigenous, Lesbian/Gay/Bisexual/Transgender, or People of Color.

The position will also be responsible for building relationships with organizations and agencies who may or may not currently provide Street Outreach services to expand the reach and effectiveness of the Street Outreach System so that all people experiencing unsheltered homelessness in the Austin/Travis County Continuum of Care have fair and streamlined access to the homeless response system.

This position will also collaborate and partner regularly with the ECHO Navigation Coordinator to facilitate the transition of people experiencing homelessness onto the caseload of dedicated Housing Navigators and/or other direct programmatic pathways to permanent housing.

The Outreach Coordinator will serve as a liaison for community partners and street outreach programs and will be the main point of contact for individuals who have been targeted for housing interventions and have fallen out of contact with a program or need special engagement. They will have three primary goals:

- **System Support & Community Leadership:** Develop, implement, and maintain a comprehensive community-wide outreach plan to ensure that outreach services are readily available to traditionally underserved populations experiencing unsheltered homelessness, and that all organizations and agencies that provide Street Outreach feel supported and engaged in the broader Homelessness Response System.
- **System and Services Coordination:** Create a common day to day service coordination structure between field service programs, drop-in service programs, and permanent housing programs, so that all outreach programs within Austin/Travis County can respond to community outreach needs quickly and efficiently. Coordinate

scheduled outreach service efforts to affirmatively engage clients who may be unable to access drop-in locations or other standard “Front Doors” or initial points of access to the Homeless Response System.

- **Technical Assistance and Programmatic Support:** Build and sustain rapport with community partners while providing oversight and guidance to improve street outreach coordination and services. Provide education and training on Outreach policies and best practices. Provide daily guidance and problem-solving with street outreach colleagues in connecting clients to immediate resources or pathways to permanent housing. Assist with maintenance of BOLO requests, Engagement requests, and Targeted Street Outreach support for By Name Lists to support initial access and engagement to the homeless response system, and to support the navigation system with supplemental contact and engagement needs as identified and requested by the Navigation Coordinator.

About ECHO and Coordinated Entry:

ECHO serves as the Continuum of Care lead agency as well as the HMIS lead administrative agency for Austin/Travis County. One of ECHO’s primary responsibilities is the ongoing development and implementation of a comprehensive, standardized, community-wide intake and assessment process called Coordinated Entry. Coordinated Entry’s primary goals are to simplify the process by which clients ask for assistance, and to ensure assistance goes to those most in need whenever there is a shortage of resources.

Essential Duties & Responsibilities

Depending upon assignment, the majority of duties may include, but are not limited to:

- Serve as a community expert on outreach services, encampment responses, progressive client engagement, and programmatic pathways to crisis services, emergency beds, and basic needs, and provide technical assistance and training on these as needed
- Facilitate connections between community case managers and clients needing outreach assistance
- Ability to coordinate responses to urgent street outreach requests or encampment needs, including regularly coordinating services “in the field” alongside direct service Street Outreach Staff; this is not a directly service position, but up to 25% of the position will need to occur alongside direct service Street Outreach staff to build rapport and to ensure that system strategies and proposed improvements remain grounded in the realities of day to day service requirements
- Creative initiative to improve systems impacting outreach processes
- Prioritize client or community requests and needs in line with ECHO’s core mission
- Make decisions and prioritize responsibilities with minimal oversight
- Serve as the primary point of contact for programs attempting to locate or engage individuals through the “Be On The Lookout” or Engagement Outreach lists
- Coordinate resource guidance to clients at outreach events or during times of natural disaster/ crisis.
- Train and support community partners to meet any challenges related to the housing program referral process, including ID replacement and documenting eligibility for specific programs
- Provide input on how to improve the collaboration of community outreach programs
- Adept at building rapport with both outreach clients and community service providers
- Have a working in-depth knowledge of Austin Travis County area homeless and/or homeless prevention supportive service program eligibility and service criteria.

- Frequently interact with people with diverse racial, cultural, and economic backgrounds, gender identity, and sexual identity and treat all community members with dignity and respect. Able to handle client crisis.
- Enter all data into Service Point HMIS in a timely manner and abide by all ECHO Data Standards
- Problem solve with agency staff how best to provide direct outreach while collaborating with existing teams
- Other duties as assigned.

Qualifications

EDUCATION & EXPERIENCE

- At least two years working directly with people in crisis, homelessness and/or very low-income people.
- Bi-lingual (English and Spanish) preferred.
- Must possess a valid driver's license and reliable transportation.

Competencies & Skills

We are seeking candidates who are motivated, independent, flexible, resourceful, open-minded, client-focused, and passionate, with the ability to identify and act upon client need at both the individual and community-wide level.

Skills and Competencies

- Computer literacy – HMIS Service Point experience preferred; Outlook, Excel, Word, PowerPoint, Google Docs
- Evidence of ongoing training and education in related areas such as mental illness, substance abuse, racial and social justice, and/or homelessness
- Comfort in skilled facilitation of stakeholder groups and project task groups that may bring together a wide variety of agencies and community members; a skilled applicants should be comfortable with:
 - Valuing people and their ideas
 - Good communication
 - Thinking quickly and logically
 - Being both product and process oriented
- Evidence of ongoing training and sound working knowledge of practical clinical skills such as:
 - Motivational Interviewing and Stages of Change
 - Harm Reduction
 - Housing First
 - Trauma Informed Care
 - Crisis De-escalation Skills
- Superior organizational skills and attention to detail
- Excellent interpersonal and communication skills
- Comfortable with public speaking and “cold calls”
- Ability to prioritize multiple tasks and meet frequent deadlines
- Experience engaging with a diverse population and ability to respond appropriately to crisis situations
- Possess an interest in social justice and have experience doing advocacy work for underserved populations
- Ability to maintain professional boundaries and engagement skills with a challenging population and in non-traditional work conditions
- Experience with providing outreach and successful engagement to a diverse population, includes working with clients, developing trust and building rapport in non-traditional settings and unstructured environments

Position Work Conditions, include but are not limited to:

- Frequent travel by foot, car or other means appropriate to making contact with population
- Overtime when necessary to meet project deadlines
- Must be able to adjust to the environment of the target population including making visits to homeless encampments shelters and personal living environments when needed
- Able to participate in training sessions, presentations, and meetings

- Travel for the purpose of meeting with clients, training and collaborating with stakeholders, or off-site personnel/management
- Normal work hours and days assigned based on a 40 hour workweek. Some nights and weekend meetings might be required to meet the need of partner agency schedules. Position is salaried.

Supervisory Responsibility

The position is not currently a supervisory position. However, this role will oversee the work of community partners, students, interns, and volunteers to carry out ECHO's mission.

Position Type and Expected Hours of Work

This is an exempt full-time position working 40 hours a week; typical office hours are Monday through Friday; however, evening and weekend work may be required as the news cycle and job duties demand.

Travel

Position requirements may be both office and community based and may require use of personal vehicle or public transportation. Typical workdays will be office and community based. Some travel is expected for this position both locally and to national conferences.

ECHO Core Mission Values

Ideal candidate will share ECHO's core mission values that housing is a basic human right, that system collaboration is key to ending homelessness, and that all individuals and families deserve resources and opportunities to end their homelessness.

ECHO does not discriminate against any employee or job applicant because of race, color, religion, national origin, sex, physical or mental disability, or age. Women, minorities, veterans, and people with lived experience of homelessness are encouraged to apply.

To Apply

Interested candidates please submit a resume and cover letter to Preston Petty, Coordinated Entry Program Director, at prestonpetty@austinecho.org. Position will remain open until filled.