



ECHO Job Description

Job Title:	Crisis Outreach Coordinator
Department:	Coordinated Entry
Reports To:	Associate Director of the Crisis Response System
Date Revised:	August 2021
Starting Salary:	\$45,000
Position Type	Full-Time, Exempt

Description of Work

The Ending Community Homelessness Coalition (ECHO) is seeking a full-time Crisis 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.

Position Summary

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 Rehousing 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 Crisis 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



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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.

Essential Functions

- 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
- Support and work closely with the Referral Outreach Coordinator when clients have lost contact with their programs
- Coordinate resource guidance to clients at outreach events or during times of natural disaster/ crisis.



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- Train and support community partners on the outreach workflow 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.

Position Type and Expected Hours of Works

This is an exempt full-time position working 40 hours a week; typical workdays are Monday through Friday. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel to community-based meetings is required. Meetings can be both office and community based and may require use of personal vehicle. Some travel is required for training and conferences.

Qualifications

Education: Preference is for experience and/or education in the fields social work, public administration, planning, or related field. There is no minimum formal degree required for this position.

Skills and Competencies

- Computer literacy – HMIS Service Point experience preferred; Outlook, Excel, Word, PowerPoint, Google Docs
- 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



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- Crisis De-escalation Skills
- Superior organizational skills and attention to detail
- Excellent interpersonal and communication skills
- 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

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of 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.

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 Alesandra Dominguez, Associate Director of the Crisis Response System, at alesandradominguez@austinecho.org. Position will remain open until filled.