



ECHO Job Description

Job Title:	Outreach and Navigation Specialist
Reports To:	Outreach and Navigation System Manager
Job Opening:	Available immediately. Open until filled.

Position Summary

The Ending Community Homelessness Coalition (ECHO) is seeking a full-time Outreach and Navigation Specialist to actively connect individuals experiencing homelessness in Austin/Travis County to opportunities for safe, stable, and permanent housing. Specialists will act as a point of contact for community partners and street outreach programs, and will assist in developing a coordinated outreach structure.

A successful candidate will be strongly committed to working directly with individuals and families with complex needs as well as demonstrating experience in working as part of a broader collaborative system across programs and agencies. 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.

The Outreach and Navigation Specialist 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 clients who have fallen out of contact with a program or need special engagement. Their primary goal will be to provide targeted outreach for clients in special populations and navigate them towards permanent housing opportunities.

Essential Duties & Responsibilities

Targeted Outreach:

- Identify possible community connections and locations for clients in special subpopulations being targeting for housing
- Coordinate with existing street outreach programs to locate and build rapport with clients
- Manage a list of target clients for which housing services may be available
- Document contacts and attempted contacts in HMIS database
- Build relationships with hospitals, jails, navigation centers, shelters, and other staff interacting with clients experiencing homelessness
- Assess Permanent Supportive Housing eligibility by having a working knowledge of HUD's Chronic Homelessness definition
- Direct street outreach to individuals experiencing homelessness who may be unable to access services at traditional locations
- Providing transportation to clients to assist in gathering identification documents and taking steps towards housing

Housing Navigation:

- Assist clients with gathering basic documentation required for housing, providing transportation, and accompanying clients to appointments, as needed
- Have working knowledge of Permanent Supportive Housing programs and be able to communicate program description to clients

- Build and maintain rapport with clients by meeting them in various community locations and assisting with connections to needed services, while encouraging steps towards housing
- Coordinate daily with community street outreach teams to re-locate existing clients
- Assist clients in communicating and documenting history of homelessness
- Facilitate connections to medical providers in order to gather eligibility documentation
- Assist clients in completing housing applications and transport to potential housing units
- Coordinate with Landlord Outreach Specialists for housing unit placement, and communicate to property management as requested by LOS staff
- Communicate directly with PSH teams regarding upcoming clients
- Assist clients in identifying potential housing barriers and service needs, and connecting clients with the appropriate resources to address those barriers and needs whenever possible
- Facilitating rapport between clients in navigation services and PSH case managers

Community Outreach Coordination:

- Provide technical assistance to community navigators completing eligibility paperwork for Permanent Supportive Housing programs
- Assist clients encountered during community outreach clinics with housing planning, Coordinated Assessments, and connection to wrap-around services, as needed
- Manage “Be on the Lookout” list data by tracking and documenting community submissions and coordinating with outreach teams
- Serve as the primary point of contact for individuals on the “Be On The Lookout” or Intensive Outreach lists
- Become familiar with the housing and support programs currently participating in Coordinated Entry process
- Provide input on how to improve the collaboration between community navigation and PSH programs
- 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 HMIS Data Standards
- Problem solve with agency staff how best to provide direct outreach while collaborating with existing teams
- Participate in relevant work groups

Performs other duties as assigned by supervisor.

Qualifications

EDUCATION & EXPERIENCE

- Completion of a bachelor’s degree program in Social Work or closely related field preferred.
- At least two years working directly with people in crisis, homelessness and/or very low-income people. Relevant experience may be considered as a substitute for education.
- Bi-lingual (English and Spanish) strongly preferred.
- Must possess a valid driver's license and reliable transportation. Client transport may be necessary.

Competencies & Skills

We are seeking candidates who are flexible, driven, passionate, open-minded, client-focused, and independent, 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 homelessness, mental health issues, substance abuse, racial and social justice
- 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 engage with people experiencing homelessness
- 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
- Sitting for extended periods of time
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and other devices and objects
- Physically 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.

To Apply:

Interested candidates please submit a resume and cover letter to humanresources@austinecho.org. Position will remain open until filled.