

## Homeless Outreach Manager

**Position Title:** Homeless Outreach Manager

**Hours:** 40 hours/week

**Reports To:** Executive Director

**To Apply:** Email your cover letter and resume to [hr@wellcommunity.org](mailto:hr@wellcommunity.org).  
No phone calls please.

### The Well Community:

Founded in 2002, The Well Community is a 501(c)(3) nonprofit organization. While it started as a simple, church outreach to a handful of people, The Well has grown into a flourishing, significant ministry among adults dealing with serious mental illnesses. The Well Community provides a place to belong for those who struggle with mental illnesses and are thirsty for acceptance, support and meaningful relationships. The Well offers hope and healing through best-practice interventions, friendships and the power of faith. The Well's philosophy of care, relational interventions and holistic rehabilitation combine to make a significant impact upon those we are called to serve. [wellcommunity.org](http://wellcommunity.org)

### Position Summary:

The Homeless Outreach Manager will develop and implement a Homeless Outreach Program to identify, build relationships with and assist homeless neighbors living with mental illness by providing advocacy and connecting them to benefits and housing. The primary goal is to identify unsheltered homeless neighbors living with mental illness through direct street outreach activities and through community referrals from mental health agencies, hospitals, local law enforcement and municipalities and other social service agencies. In identifying highly vulnerable homeless neighbors, the outreach manager will administer assessment tools, facilitate placement into emergency housing if needed and connect individuals to social services and permanent housing. The outreach manager will also assist neighbors in obtaining housing readiness documentation and accompany them through the housing application process. The outreach manager will work as part of a larger team of outreach workers in Dallas.

### Primary Responsibilities:

- o Develop and implement an Outreach Program and follow the regulations of the grant by the Texas Department of Housing and Community Affairs.
- o Manage the daily operations of the Outreach Program and complete all reports.

- o Identify, interview and recommend the hiring of a candidate as a part-time Outreach Worker.
- o Conduct outreach in the community, focusing on those who are most vulnerable. Outreach will occur in identified “hot spot” neighborhoods at times when individuals are most likely to be found (including early mornings and evenings).
- o Complete a Vulnerability Index Service Prioritization and Decision Assistance Tool (VI-SPDAT) to determine vulnerability and acuity of neighbors during street outreach as well as other outreach and referral processes.
- o Assist homeless neighbors with accessing resources and making referrals; continue to engage with unsheltered homeless neighbors until shelter or permanent housing is obtained.
- o Provide advocacy for homeless neighbors when they encounter barriers.
- o Assist in obtaining housing readiness documentation such as ID, social security card and income verification, and work with transportation resources to provide transportation to appointments as necessary.
- o Work with outreach workers from other agencies in the region to provide team outreach services.
- o Assist in identifying appropriate referrals for services including housing and completing applications.
- o Provide support for people as they transition from homelessness to housing.
- o Maintain complete client records, daily activity logs, mileage log and other reports as directed.
- o Establish and maintain positive, productive working relationships with mental health programs, shelter programs, police (and other local officials) and providers of services and resources to homeless neighbors.
- o Attend team meetings, case conferences, training workshops and community meetings as needed.
- o Participate in monthly Metro Dallas Homeless Alliance outreach worker meetings.
- o Other tasks as assigned.

**Qualifications:**

- o Has a master's in social work or related field or two years of equivalent social services experience.
- o Exhibits dedication to the mission and vision of The Well Community.

- o Works effectively with people of varying racial, ethnic, cultural, educational and socioeconomic backgrounds.
- o Has experience with severe mental health, physical health and substance abuse issues and symptoms.
- o Listens with sensitivity to other people's feelings, needs and points of view; demonstrates tact and courtesy in expressing options or ideas; and recognizes opportunities to enhance community relations.
- o Is proficient with computers and related technology; must maintain neighbor-related data tracking systems, including case notes.
- o Maintains a non-judgmental attitude and a display of unconditional positive regard, is caring and compassionate.
- o Displays appropriate, professional, healthy boundaries and exercises mature judgment and understanding of safety concerns.
- o Completes tasks in a timely and efficient manner, utilizing good organizational skills. Has the ability to manage multiple cases efficiently and effectively.
- o Adapts well to changing priorities and challenging individuals.
- o Effectively works within a team and successfully motivates others.
- o Maintains personal and professional integrity and handles confidential information with discretion.
- o Desires to grow in knowledge of homeless services and resources.
- o Possesses a valid Texas driver's license, proof of insurance and a clean driving record.
- o Is able to work flexible hours.
- o Is eligible to work in the U.S.
- o Is familiar with Harm Reduction and Housing First models of service delivery. (Preferred)
- o Speaks conversational Spanish. (Preferred)

**Accountability and Review:**

Three-month probationary period with a performance review, followed by annual evaluations.

**Physical Demands, Environmental Conditions, Equipment:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disability to perform the essential job functions. Employee is required to: walk and climb stairs; reach with hands

and arms; be mobile by moving oneself from place to place quickly and easily; carry and lift; climb hills; bend, stoop or kneel; operate a computer keyboard; complete all forms in personal writing; make and receive telephone calls; use copier. Employee will be subjected to outside environmental conditions while conducting various levels of outreach to homeless neighbors. In addition to working in a typical office environment, the outreach manager will be required to work in areas inhabited by homeless persons, to include working in dirty environments and dealing with challenging individuals.

*The Well Community does not and shall not discriminate on the basis of race, color, national origin, ancestry, gender, gender identity, gender expression, sex, sexual orientation, age, marital status, religion or creed, citizenship status, physical disability, mental disability, military status, veteran status or genetic information in any of its activities or operations.*