



# Heluna Health / San Francisco Homeless Outreach Team (SFHOT)

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Outreach Specialist Level 2</b>
<b>Program Name &amp; #:</b>	<b>San Francisco Homeless Outreach Team (SFHOT), 0288</b>
<b>Location:</b>	<b>San Francisco, CA</b>
<b>Position Status:</b>	<b>Full-Time, Non-Exempt</b>
<b>Travel Required:</b>	<b>Regular travel within San Francisco</b>
<b>Reports to:</b>	<b>Clinical, Operational, or Outreach Supervisor</b>
<b>Last Updated:</b>	<b>December 28, 2018</b>

---

### SUMMARY

The San Francisco Homeless Outreach Team (SFHOT) works collaboratively in small teams to engage and stabilize individuals experiencing homelessness, to help establish treatment, and to find permanent housing.

An Outreach Specialist Level 2 is a mid-level position on the outreach services team. A Specialist Level 2 participates in daily operations on their assigned teams, as well as supports the functions of HOT as a whole. The work schedule is a 10 hour shift, 4 days a week, including day and swing shifts. Schedule is set by management.

### ESSENTIAL FUNCTIONS

- Conduct outreach by assignment throughout the City and outlying neighborhoods to people experiencing homelessness.
- Triage calls made to HOT's internal Dispatch line from the community and dispatch to teams and responders accordingly.
- Engage individuals and assess needs (eg, medical, mental health, substance use, shelter, food access, benefits, and other issues). Follow up with clients to support linkage, as needed.
- Perform wellness checks, assess risk, provide support, and referrals for needed services. This may include crisis intervention, engaging emergency medical or mental health systems, or mandated reporting.
- Advocate and collaborate with service providers to facilitate access to care with the goal of stabilization.
- Respond to requests from city agencies (the Mayor's Office, Board of Supervisors, SFPD, SFFD, HSH), merchants, community groups, and citizens to help individuals found at-risk in places not meant for human habitation.
- Work collaboratively as part of a dynamic and diverse team, which includes clear communication, flexibility, and humility.
- Work in close collaboration with the DPH Street Medicine Team to link people experiencing homelessness to transitional primary care.

- Provide targeted outreach to High Users of Multiple Systems (HUMS) who frequent emergency services, but are not connected to stabilizing care. Refer clients to appropriate services.
- Maintain professional and positive relationships with other service providers, community groups, and the neighborhood.
- Utilize and participate in clinical supervision, both group and individual, to discuss client care, service delivery, and clinical and professional development.
- Use assigned communication devices to appropriately and professionally communicate with team members and other service providers.
- Use web-based technologies to look up information and collateral data relevant to service delivery.
- Maintain timely and accurate documentation according to program requirements.
- Use company provided vehicles to transport and visit clients in an appropriate and professional manner. Maintain a clean driving record.
- Adhere to the Code of Conduct as well as established policies and procedures.
- Attend all mandatory trainings and meetings.
- Provide leadership to assigned team or role on outreach services with entry-level outreach staff, including dispatch and responders.
- Work with Training Coordinator and leadership to help train new staff by allowing them to shadow your work, explaining tasks, teaching SF resources, and enforcing best practices. This includes charting and documentation.
- Other duties as assigned.

## **MINIMUM QUALIFICATIONS**

**TARGET EXPERIENCE:** Direct experience working in a professional, volunteer, or other relevant capacity with people experiencing homelessness or individuals with complex medical and/or behavioral health concerns.

**All areas of study meet qualifications. The following majors are preferred:** Social Work, Human Services, Psychology, Counseling, Sociology, Anthropology, Ethnic Studies, Public Policy, Public Health, or a related field.

1. High School degree or equivalent plus 3 years or more with TARGET EXPERIENCE, *or*
2. Specialty Certificate related to the populations served (e.g., Community Health Worker, Medical Assistant, Drug and Alcohol/CADAC, Peer Counselor) *and* 2 years with TARGET EXPERIENCE; *or*
3. AA/AS degree, *and* 1 year or more with TARGET EXPERIENCE; *or*
4. BA/BS degree from an accredited 4-year College or University, *or*
5. Completion of an EMT-B (Emergency Technician/ Basic) or EMT-P (Emergency Technician/ Paramedic) Training Program; *or*
6. Completion of a U.S. Military Corpsman Training Program; *or*
7. Possession of or qualify for licensing as a Psychiatric Technician.

8. **(Internal Only)** More than 1 year working for SF HOT, while meeting performance, skill, and competency expectations, based on feedback given in supervision and as indicated in the annual performance evaluation. Capacity to perform in multiple roles and responsibilities (eg, ability to function between dispatch, responder, outreach worker, or other assigned roles).

## **AND**

1. Valid California driver's license and no history of major moving violations, including DUIs, during the past 5 years.
2. Intermediate level of knowledge of the client population and their complex needs including homelessness, financial instability, medical and psychiatric illnesses, and substance abuse.
3. Ability to work well with diverse staff and clientele including cultural, language, sexual identity, gender, and other diversity considerations within all neighborhoods in San Francisco.
4. Ability to work successfully both independently and cooperatively.
5. Ability to speak, read, and write clearly in English.
6. Intermediate level of competency using the Internet, Outlook email, and Microsoft Word computer applications as well as ability and willingness to learn necessary programs needed for everyday job function.
7. Ability to use computers/internet to look up information and enter relevant notes.
8. CPR and first aid certification within 90 days of hire.

## **PREFERRED QUALIFICATIONS**

1. Speak languages other than English
2. Previous experience or training in street outreach and case management.
3. Knowledge of San Francisco neighborhoods and community resources.
4. Knowledge of the San Francisco Health Provider network.

## **PHYSICAL DEMANDS**

1. Must be in good physical condition and capable of performing job duties requiring frequent use of the entire body including ability to stand, walk, climb stairs, sit, drive for extended periods of time, exit and enter vehicles throughout your work shift.
2. Ability to use a computer, phone or office equipment for extended periods of time.
3. Ability to successfully and efficiently complete tasks in an environment where background noise is present and interruptions may be constant.
4. Must be able to lift a minimum of 35 lbs.
5. With instruction, the ability to assist persons with disabilities and to help transfer a 180 lb person and lift wheel chair in and out of a car or van.

Stand	Constantly
Walk	Constantly
Sit	Frequently
Handling / Fingering	Constantly
Reach Outward	Occasionally
Reach Above Shoulder	Occasionally
Climb, Crawl, Kneel, Bend	Occasionally
Lift / Carry	Occasionally - Up to 50 lbs
Push/Pull	Occasionally - Up to 50 lbs
Talk/ Hear	Constantly
See	Constantly
Taste/ Smell	Not Applicable

**Not Applicable**                      **Not required for essential functions**  
**Occasionally**                      **(0 - 2 hrs/day)**

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job duties are intended to describe those functions that are primary to the performance of this job.

Other job duties include those that are considered secondary to the overall purpose of this position. This position description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by the supervisor and management.

HELUNA HEALTH reserves the right to revise job descriptions or work hours as required.

All qualified applicants will be considered for this position in accordance with the San Francisco Fair Chance Ordinance.

PHFE dba Heluna Health is an Affirmative Action, Equal Opportunity Employer that encourages minorities, women, veterans, and disabled to apply.