



DEPARTMENT: Housing and Community Development
POSITION: Homeless Services Case Coordinator
TYPE: Full Time
SALARY: \$33,990 - \$36,792
BENEFITS: Full Benefits Package
CLOSING DATE: Open until filled, 1st consideration February



Overview: We are Salisbury, Maryland, and our town was born from the headwaters of the Wicomico River. This special place, nestled squarely between the beaches and the bay, has been attracting people to its stunning location for almost 300 years. Now one of the largest cities on the peninsula, Salisbury serves as the *Capital of the Eastern Shore*, combining vibrant economic opportunity, quality public education, world-class healthcare, reinvigorated environmental stewardship, globally known corporations, and an energetic and inspiring team of community leaders, to chart its own course, and craft a sound plan for its future.

Department: The Housing and Community Development Department is made up of three different departments: Code Enforcement, Neighborhood Relations, and Housing First. These three functions of HCDD are all supported by and work closely with the Community Development Grants and Finance segments of the City to achieve a better Salisbury for today and the future to come.

- Profile:** The Homeless Services Case Coordinator will conduct street outreach among the Wicomico County unsheltered homeless population, connecting them to resources, including but not limited to: food supplement, medical assistance, state identification, social security cards, birth certificates, etc. The position will spend a large portion of time outdoors visiting encampments as well as other areas where unsheltered persons sleep to collect data and identifying housing opportunities.
- Preferred Education:** Bachelor's Degree in a human services field (e.g., Social Work, Psychology) is preferred or Bachelor's Degree in any field with equivalent training.
- Preferred Experience:** At least one year of work in the human services field and completion of Mental Health First Aid is required; if the applicant has not already completed the trainings, they will be required to do so at the next available training.
- Requirements/Certifications:** Valid class C Driver's License.

How to Apply: Submit City application, cover letter, driving record and resume to the following address or apply online at www.salisbury.md/apply

City of Salisbury HR, 125 N. Division St., Salisbury, MD 21801

City of Salisbury

Classification Description

Classification Title: Homeless Services Case Coordinator
Department: Housing and Community Development Department
Date: 2/8/2021

Pay Grade: 6
FLSA Status: NE

General Statement of Job

Homeless Services Case Coordinator will conduct street outreach among the homeless population, connecting them to resources, including but not limited to: food supplement, medical assistance, state identification, social security cards, birth certificates, etc. Homeless Services Case Coordinator will visit encampments and other areas where unsheltered persons sleep and collect data accordingly.

Specific Duties and Responsibilities

Essential Functions:

1. Provide support services to consumers in the City's Permanent Supportive Housing (PSH) program
2. Conduct Street Outreach among the unsheltered population
3. Conduct intakes and needs assessments, providing resource navigation, making third-party referrals, and, if appropriate, providing case management for persons experiencing homelessness or housing insecurity
4. Act as the primary point-of-contact for persons experiencing homelessness for the first time in our community
5. Work with individuals that are homeless and deemed eligible or potentially eligible for any of the PSH programs to ensure that they have access to resources to locate appropriate housing, and assist them to move-in to their new home
6. Assist the Salisbury Police Department, Salisbury Fire Department, and other community agencies to direct homeless persons to available community services and resources. These interactions will occur in both non-emergent and emergent situations.
7. Participate in the Wicomico Homeless Outreach Team (H.O.T.)
8. Participate in Continuum of Care (CoC) and other related meetings
9. Participate in annual Point In Time Count
10. Performs other duties as assigned

Required Education and Experience

Minimum Requirements:

1. Bachelor's Degree in a human services field (e.g., Social Work, Psychology) is preferred and with at least one year of work in the human services field;
2. **Or** a Bachelor's Degree in any field with equivalent training, education, and/or experience; and
3. Completion of Mental Health First Aid is required; if the applicant has not already completed these trainings, they will be required to do so at the next available training;
4. Experience working independently and strong interpersonal skills are critical to this position
5. Valid State of Maryland Driver's License;

Preferred Experience:

6. Experience with direct interactions with persons experiencing homelessness, mental illness, and/or substance use disorders;
7. Experience working independently and strong interpersonal skills
8. Experience utilizing the Homeless Management Information System (HMIS);

Required Knowledge, Skills and Abilities

1. Knowledge of City of Salisbury's policies and procedures;
2. Act as a representative of City of Salisbury to the public;
3. Effectively communicate with the public courteously and tactfully at all times;
4. Effectively communicate and maintain effective working relationships with other staff members and members of the public;
5. Effectively cultivate and develop professional relationships;
6. Effectively participate in special projects;
7. Accurately maintain documents, records, and reports
8. Effectively prioritize and multitask while paying attention to detail;
9. Basic knowledge of homeless services available in the Tri-County area

Certificates, Licenses, Registrations, Skills:

1. Narcan Trained
2. Harm Reduction Trained
3. Understanding of Housing First approach to solving homelessness

Physical Requirements:

Movement and lifting of furniture and other household goods. Walking through woods, or other terrain, in all types of weather to provide street outreach to literally homeless individuals.

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices or meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls, and observance of fire and building safety regulations.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.