

## HOMELESS SERVICES CASE COORDINATOR

**Salary:** \$42,378

**Type:** Full Time

**Benefits:** Full Benefits

**Closing Date:** Open until closed

### About HCDD

The Housing and Community Development Department is made up of three different departments: Code Enforcement, Neighborhood Relations, and Housing First. These 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 homeless population, connecting them to resources, including but not limited to housing and/or temp. shelter, food supplement, medical assistance, state identification, social security cards, birth certificates, etc. Continuing case management for up to nine months after housing is obtained. The Homeless Services Case Coordinator will be handling case assignments, drafting service plans, reviewing case progress, and determining case closure. **Make referrals or initiate services** to address mental health, substance abuse, and disability issues wherever possible. Coordinate with local agencies to provide services that meet the needs of residents.

### Preferred Education

Bachelor's Degree in a human services field or two years' experience. Knowledge of local resources and organizations that assist with the homeless population.

### Preferred Experience

Two years providing casework or community organizational services in a public or private social service agency.

### Requirements/Certifications

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.

### How to Apply

**1 Visit [salisbury.md/apply](https://salisbury.md/apply)**

**2 Submit City application, cover letter, and resume**

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they can perform every job description task. We are most interested in finding the best candidate for the job, and that candidate may come from a less traditional background. The City may consider an equivalent combination of knowledge, skills, education, and experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role.

## City of Salisbury, MD

### Classification Description

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Classification Title: Homeless Services Case Coordinator

Grade: 4

Department: Housing and Community Development Department

FLSA Status: E

Date: 9/19/23

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**Position Profile:** The Homeless Services Case Coordinator will conduct street outreach among the homeless population, connecting them to resources, including but not limited to housing and/or temp. shelter, food supplement, medical assistance, state identification, social security cards, birth certificates, etc. Continuing case management for up to nine months after housing is obtained.

#### **Duties and Responsibilities**

- Provide support to the homeless population
- Conduct Street Outreach among the unsheltered population
- Conduct intakes and needs assessments, provide resource navigation, make third-party referrals, and, if appropriate, provide case management for persons experiencing homelessness or housing insecurity
- Act as the primary point of contact for persons experiencing homelessness for the first time in our community
- 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.
- Participate in the Wicomico Homeless Outreach Team (H.O.T.)
- Participate in Continuum of Care (CoC) and other related meetings
- Participate in the annual Point In Time Count
- Performs other duties as assigned by the Homeless Services Manager

#### **Skills Proficiency/Strategic Planning:**

- Knowledge of government policies and procedures;
- Knowledge of the City of Salisbury's community.
- Ability to act as a representative of City of Salisbury to the public;
- Ability to plan and organize special events, programs and projects;
- Ability to effectively prioritize and multitask while paying attention to detail;
- Ability to accurately prepare and maintain documents, records, and reports.
- Effective communication skills;
- Basic knowledge of homeless services available in the Tri-County

**Leadership/Team Leader:** Provides guidance and oversight. Instills confidence and inspires action while maintaining accountability.

- Provides direction, and assists in resolving problems encountered.
- Establishes performance expectations and evaluates divisional and individual performance and effectiveness.

**Stewardship/Financial:** Prepares and manages operating budget within established guidelines.

- Monitors and reviews revenues and expenditures within the budget.

#### **Performance Expectations**

- **Communication:** Articulates thoughts and ideas clearly and effectively to exchange information. Listens to others and provides useful feedback.
- **Work Ethic:** Demonstrates personal accountability, effective work habits, integrity and ethical behavior.
- **Teamwork:** Works well as a part of a team through respectful and collaborative relationships with colleagues, customers, affiliates and stakeholder groups.
- **Problem Solving:** Improves, designs, refines, finds and invents criteria to combine in order to resolve problems. This combines creative and critical thinking.
- **Initiative:** Takes charge before others do and/or without being instructed.

#### **Education and Experience**

##### **Minimum Requirements:**

- Would acquire the following within a year of employment; Narcan training, Harm Reduction, and Understanding of the Critical Time Intervention approach to solving homelessness.
- An associate's degree, bachelor's degree preferred, or equivalent combination of education and experience.
- Valid State of Maryland Driver's License

#### **Physical Requirements**

- Ability to lift up to 50lbs.
- Work environment includes working indoors and outdoors.
- Walking through homeless camps and other outdoor terrain in able to assist vulnerable population.

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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.