



**Chatham-Savannah  
Authority for the Homeless (CSAH)  
Available Position: H.O.T. Associate**

**SERIOUS INQUIRIES ONLY**

**Email Resume to Stacey Murray**

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**NO PHONE CALLS PLEASE**

**POSITION TITLE: Homeless Outreach Team (H.O.T.) Associate**

**Position Summary**

Outreach works with persons in an unsheltered environment and engages those experiencing homelessness at day centers, soup kitchens, shelters and camps. Once identified, persons and families who are experiencing homelessness are supported to find suitable shelter and other needed services. This individual develops data to quantify and identify the “on the street” population of persons experiencing homelessness in Chatham County

**Duties and Responsibilities:**

- Conduct intakes and needs assessments for the development of a personalized self-sufficiency plan with clients.
- Provide case management services and referrals as needed by clients to increase health, wellness, housing stability, income, and mainstream benefits
- Initiate client housing applications per client choice and client capability/functionality to maintain the least restrictive level of stable permanent housing.
- Provide after hours outreach, engagement and referral resources to the homeless population who also experience serious mental illness or co-occurring serious mental illness and substance abuse disorders, this may include transporting clients.
- Initiate linkages for clients to access mental health, housing, ACT, ICM, CM and other core services.
- Foster an environment of excellence, equity, and diversity

- Effectively responds to client/consumer needs and problems, initiates, and maintains positive interactions, timely response to phone calls, pages, email and other requests.
- Perform enrollments in Client Track while also maintaining a paper file of each enrolled clients. Document client progress to maintain a permanent record of client activity according to established methods and procedures
- Maintain all client charts and records according to established standards.
- Accurately input client data into HMIS within allotted time according to company policy.
- Participate in all program and agency quality assurance initiatives to include but not limited to; peer chart reviews and 90-day reviews.
- Maintain demographic and statistical documentation as assigned by supervisor including monthly reports regarding numbers served, demographics and performance measures of those served.
- Assist with quality assurance including, administering, and collecting client satisfaction surveys and outcomes-based internal evaluations
- Serve as a facility representative at team meetings presenting issues and concerns of clients.
- Participate in staff meetings, in-service training, and workshops deemed appropriate supervisor or site-supervisor.
- Ability to lift up to 50 pounds up to ½ of the workday. Must be able to stand up to ¾ of the workday.
- Ability to work in inclement weather.
- All other duties as assigned.

**Qualifications:**

Minimum: Bachelor's Degree in social work or other profession and/or demonstrated capacity in providing direct services to vulnerable client populations. Ability to establish cooperative relationships with residents, colleagues, and volunteers. Excellent interpersonal skills and ability to work independently in a fast-paced environment. Strong customer service skills, ability to manage in client crisis situations and knowledge of community resources.

Preferred: Ability to model appropriate behavior to encourage professional growth in colleagues. Ability to work well as a team member and manage conflict. Creative ability to offer non-traditional ways to aid clients in their search for life success.

**Oversight Responsibility:** None

**Reports to:** Senior Director of Outreach Services

**Job Requirements:**

Must have reliable transportation and a valid driver's license. Physically able to work in fast paced multi-tasked environment. Mentally able to meet deadlines and adjust to change. May be required to work in a shared office setting. Must have the ability to travel. May need to work a flexible schedule to meet client needs.