



Homeless Services Center CHAMP Intake and Outreach Specialist

Reports to: CHAMP Program Manager

Homeless Services Center (HSC) partners with individuals and families to create pathways out of their homelessness into permanent housing. HSC is a leader in working to end homelessness – and we want you to be part of our team. HSC is looking for individuals eager to make a difference and willing to enthusiastically commit to join in our vision that homelessness in Santa Cruz County should be rare, brief and non-recurring.

Job Description

As the first point of contact for potentially eligible families, the CHAMP Intake and Outreach Specialist serves the vital role of street outreach, partnering agency outreach, initial assessment, eligibility screenings, and rapport-building in support of CHAMP, the CalWORKS Housing Assistance Move-in Program. An ideal candidate is comfortable working with individuals who lead chaotic lives; may or may not know how to begin the process of engaging in services and working toward ending their homelessness; is able to meet people where they are at, without judgment; and have the skills and disposition to work in an often hectic environment with warmth and calm.

Job Duties:

- Provide street outreach and engagement for families experiencing homelessness who are seeking housing services in Santa Cruz County
- Conduct the Smart Path assessment with new and returning families including the VI-SPDAT (Vulnerability Index-Service Prioritization Decision Assistance Tool) and HMIS Standardized Intake
- Enter intake data and assessment into HMIS once an assessment has been completed
- Be familiar with agencies providing housing services in Santa Cruz County
- Coordinate with programs to locate families for placement in emergency and transitional programs
- Coordinate with peer Intake and Outreach Specialists and participate in Smart Path to Housing and Health trainings and meetings as scheduled by County of Santa Cruz Human Services Department
- Other duties as assigned

Qualifications:

- 1-3 years experience in providing direct social services to disenfranchised communities
- Bachelor's degree in related field or equivalent work experience preferred
- Effective and efficient time-management skills/prioritize assignments
- Desire and ability to meet people where they are at and create an environment that nurtures mutually respectful, empowering relationships
- Ability to perform evaluation and assessment duties
- Demonstrated sensitivity to, and knowledge of, the needs of individuals experiencing a range of chronic and non-chronic homelessness

- Ability to communicate effectively and respectfully with people coming from diverse lifestyles, background, racial and cultural groups.
- Knowledge of Motivational Interviewing and Trauma Informed Care
- Acquaintance with and ability to relate to community agencies, local businesses, partnering agencies, public social services, and assistance programs
- Experience with mentally and physically disabled populations
- Ability to deal effectively and constructively with emotionally charged situations between individuals and within groups
- Demonstrated conflict de-escalation and conflict resolution skills a must
- Proficiency in Microsoft Office Suite including comfort in using Word and Excel and confidential database use such as HMIS or equivalent
- Requires a valid California driver's license and a driving record that is insurable under HSC's auto policy
- Those who have lived experience with homelessness strongly encouraged to apply

Hours

This is a full time, hourly, benefited, non-exempt position. Occasional evenings and weekends required. Health Insurance and PTO benefits begin after 90-day introductory period. Retirement benefits begin upon first day of employment.

To Apply

Please email a cover letter and resume to the attention of Human Resources at recruiter@santacruzhs.org. No phone calls or faxes. HSC is an Equal Opportunity Employer.

Please apply via email or in person with cover letter and resume.