

**POSITION TITLE:** YHDP Lead Outreach Specialist  
**PRIMARY SUPERVISOR:** Director of Housing Services  
**DEPARTMENT:** Housing  
**SUPERVISES:** Outreach Specialist  
**STATUS:** Non - Exempt  
**SALARY RANGE:** \$24 - \$25/hr.

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**POSITION DESCRIPTION:** The YHDP Lead Outreach Specialist reports to the Director of Housing Services under the Housing Department. Lead Outreach Specialist will coordinate the planning and implementation of outreach strategies for the YHDP contract. This position is responsible for the coordination, execution, and management of all outreach activities, data, and contract KPI's. Provides street-based outreach services to homeless individuals and families. Provides referrals to shelter and services to homeless individuals and families. Must be capable and qualified community Lead Outreach Specialist to maintain all community outreach activities. The position will work aligned with all Housing, YCES and YHDP contract and will interact with partners that TVFS will enlist for the success of the program.

**REQUIREMENTS & QUALIFICATIONS:**

- Experience working as an outreach worker/specialist or under CES contracts with the TAY/Young Adult homeless population.
- Ability and desire to work with people from various backgrounds and/or limited English capabilities.
- Outstanding written communication, presentation skills and coordination of outreach efforts aligned with contractual and agency KPI's
- Strong experience entering data, reports, and analysis. Strong regional and community stakeholder awareness and networking experience
- Ability to exercise independent judgment with tact and diplomacy in all outreach situations
- Ability to demonstrate skill in organization, coordination, and time management.
- Must be able to demonstrate research and analysis on mapping, community, and engagement within the designated outreach regions.
- Supervise outreach specialist
- demonstrated proficiency in MS Word, Excel, and internet usage.
- Database skills (e.g., HMIS) strongly preferred.
- Able to lift up to 25 pounds.
- Valid California driver's license and insured automobile.
- Bachelor's degree from an accredited college or university preferred.
- Bi-lingual English/Spanish preferred
- CES/ LAHSA experienced preferred

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Coordinate and execute community and YHDP driven outreach strategies, data driven analysis and safely execute community outreach to our the most vulnerable youth in the streets.

- Coordinate and Maintain CES to link outreached individuals with necessary documents to appropriate housing options
- Assess and determine applicants' eligibility and provide unqualified applicants with necessary referrals
- Coordinate and administer an efficient process for managing incoming housing referrals and direct warm handoff linkages to CES or other supportive services
- Coordinate and maintain proper records and ensure they're readily accessible for authorized staff members to review
- Coordinate and maintain well-organized information of all incoming, pending, and closed referrals
- Work directly with CES to refer and determine program linkages to appropriate services.
- Coordinate and track and assess hot spots and networks for outreach efforts
- Track housing outcome and update CES database accordingly
- Coordinate and maintain referral updates to referring partners and organizations
- Coordinate and participates in outreach activities strategized based on regional and community needs assessment
- Coordinate, execute, monitor, and maintain a visible presence within the community police department, social welfare, department of mental health, first responders and community business to ensure outreach visibility and efforts.
- Participate with local neighborhood associations or community-based organizations to conduct outreach activities.
- Coordinate and engage homeless individuals by conducting appropriate CES assessments and Problem Solving.
- Coordinate, execute and maintain the outreach supplies, supportive services, transportation, outreach kits, outreach material, outreach efforts and weekly plans.
- Coordinate and connect individuals to support services, mainstream benefits, and any other relevant resource. Coordinates and monitors all necessary follow ups with outreached individuals.
- Attend and participate in any YHDP, CES activities and Greater LA Homeless Count under the supervisor's directives.
- Conduct street outreach to locate homeless individuals. Community collaborations and networks to identify homeless youth and placement
- Makes referrals to available TAY/Young Adults community providers for alternative housing resources

- Collaborates with LAHSA, YCES, providers, community, and other entities to ensure community outreach visibility.
- Supervise all other outreach specialist to ensure all agency and contractual KPI's are being met.
- Participate in efforts to maintain presence in Youth Advisory Board or any other youth YHDP involvement.
- Attend regularly scheduled agency wide meetings, community meetings and other meetings as assigned.
- Conduct all functions in accordance with Agency guidelines, policies, and procedures.
- Comply with applicable certification requirements and ethics.
- Arrange work schedule or required hours to the benefit of the Department/Program with the approval of immediate supervisor.

**COMPETENCY:**

To perform the job successfully, an individual must demonstrate the following competencies

Computer literate with Word, Excel, Outlook	Ability to Establish Excellent Relationships	Collaborative Problem solving	Trustworthy
Ability to adhere to confidentiality rules	Interpersonal Skills	Excellent oral & written professional communication	Ability to work in a Teamwork and independently
Strong organizational skills	Motivational skills	Professional Demeanor	Commitment to Diversity
Leadership	Work Collaboratively with a variety of stakeholders	Strong Ethics & Judgement	Produces quality work
Must be adaptable	Excellent Attendance & Punctuality	Dependable	Takes initiative

*The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas.*

Signature \_\_\_\_\_ Print Name \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Print Name \_\_\_\_\_

Agency Signer \_\_\_\_\_ Print Name \_\_\_\_\_

Date \_\_\_\_\_