

Posting

POSITION TYPE

Exempt

FUNCTION TITLE

Homeless Outreach Manager

DESCRIPTION

This position is responsible for coordinating the daily operations that provide intervention and services to homeless individuals in the Downtown Management District. Under the guidance of the Assistant Vice President, Clean & Safe Teams, the Manager will work directly with relevant inter-agency collaborations to improve the delivery of services to the homeless within Downtown Baltimore as well as our operation team members as needed.

Basic responsibilities include, but are not limited to:

- Develops and monitors protocols for the outreach response to street dwelling homeless individuals and regularly reviews and ensures Downtown Partnership protocols for effectiveness.
- Attends regular meetings between the collaborators, provides follow-up to all action items, and acts as a liaison between those collaborators.
- Works to find housing and services for Downtown homeless population including our operation team members as needed.
- Identifies training needs and coordinates training sessions for Operations Team members, particularly as training pertains to interacting with the homeless.
- Coordinates the dissemination of information regarding changes, service provision and protocols to the "Clean and Safe Program" staff and collaborators.
- Works with Baltimore Homeless Services to oversee the collection, timely and accurate input and compilation of data from Operations outreach staff.
- Collaborates, plans, and participates in homeless census taking.
- Responsible for preparing reports to Downtown Partnership, Baltimore Homeless Services, the Planning Commission, City Council and etc. as needed.
- Performs other work related duties as assigned to include researching successful related programs on substance abuse and outreach.
- Serves on the Planning Committee for "Project Homeless Connect"
- Serves on the (Mayor's Office of Human Services) "Continuum of Care" committee

REQUIREMENTS: A strong candidate who has experience and knowledge in all aspects of working with the homeless population. Ability to work outdoors, and navigate the streets/hills in the Downtown area is a must. Excellent written and verbal communication skills are a must. Experience in substance abuse outreach or mental illness is a plus.

EXPERIENCE/BACKGROUND: College degree preferred with emphasis in Human Services, Public Health, or Social Work. Needs a basic knowledge of services and service providers.

HIRING RANGE: Commensurate with experience.

FILING DEADLINE: until filled

ORIGINAL POSTING DATE: October 10, 2017

SUBMIT RESUME TO:

DPOB, Human Resources Department, 20 South Charles Street, Suite 600, Baltimore, Maryland 21201 Fax: (410) 244-8670 or E-mail dpobhr@dpob.org EOE/ADA