

### **Job Description: Homeless Outreach Manager**

The Homeless Outreach Manager of Downtown Partnership of Baltimore (DPOB) is part of DPOB's Outreach team. Reporting to the Vice-President of Homeless Outreach, this position has responsibility for the coordination of daily operations which provide various services to homeless individuals within the Downtown Management District.

As part of the Homeless Outreach team this manager position collaborates with colleagues, relevant agencies and operations team members to improve the situation of homeless individuals by navigating and supporting available community services to improve their quality of life.

#### **Essential Functions:**

- Develop and monitor DPOB and team protocols for effectiveness when supporting street dwelling homeless individuals
- Develops the knowledge and understanding and offers realistic solutions to team interactions
- Works to locate housing and services for Downtown's homeless population
- Responsible for the collection, compilation, timely and accurate input into the Homeless Management Information System (HMIS)

#### **Roles and Responsibilities:**

- Attends meetings with other stakeholders, providing follow up to action items and acting as a liaison when necessary
- Identifies and coordinates training sessions for Operations Team members to better support interactions with the homeless
- Coordinates the dissemination of information to Clean and Safe operations teams when there are changes or new information regarding service provision and protocols.
- Collaborates, plans and participates in homeless census taking.
- Responsible for preparing reports to Downtown Partnership, Baltimore Homeless Services, the Planning Commission, City Council, etc. as needed.
- Serves on Planning Committee for "Project Homeless Connect"
- Serves on the Mayor's Office of Human Services and Continuum of Care committee.
- Performs other work-related duties as assigned to include researching successful related programs on substance abuse and outreach.

#### **Skills and Experience**

- Minimum of three years' experience with a non-profit, government or public facing organization with an emphasis on community interaction and government services
- Previous experience in working as part of a functional team
- Experience tracking team information and data for reporting purposes

- Experience driving corporate vehicles in conjunction with job responsibilities
- Excellent interpersonal skills

### **Qualifications**

- Bachelor's degree, preferably with an emphasis in Human Services, Public Health or Social Work
- Experience and/or knowledge in working with a homeless population
- Ability to work outdoors and navigate street and hills in Downtown Baltimore
- Excellent written and verbal communication skills
- Significant computer skills to include Microsoft Office
- Experience with substance abuse outreach of mental illness a plus
- A current Maryland Drivers' License w/Clean Driving record of 2 points or less
- External candidates require related experience in hospitality, public safety, security, or homeless outreach
- Internal candidates require a completion of a successful six-month experience at DPOB indicated by a lack of any disciplinary actions

### **Position Type/Expected Work Hours**

- This is a full-time exempt position on site at DPOB – 20 S. Charles Street, Baltimore, MD 21202
- Occasional evening and weekend work may be required as the job duties demand
- The role reports to the Vice-President Homeless Outreach
- This position has no direct reports

### **Physical Demands**

This position is an integral part of the outreach team and essential involves significant walking, often on uneven terrain, in various weather elements in Downtown Baltimore.

- Regular use of arms, hands and fingers in a range of duties to include use of a computer keyboard, telephone and copier
- Vision levels to include close, distance and peripheral vision
- Carry object up to 30 lbs is required

The list of duties and responsibilities is not intended to be all-inclusive and may be expanded to include other duties and responsibilities deemed appropriate or necessary by Downtown Partnership of Baltimore.