



Title: Outreach Coordinator

Report to: Program Manager

Job Summary

The Outreach Coordinator will be responsible to identify and provide services to veterans experiencing unsheltered and sheltered homelessness in region 2, Essex and Union Counties, NJ. The Outreach Coordinator will engage individuals with mental health diagnoses and substance use disorders and will establish many trusting relationships with individuals who have been homeless for several years with limited to no access to resources. The Outreach Coordinator will successfully connect staff to street homeless veterans to services and help to create goal plans aimed ultimately to establishing better overall health, housing, and independence.

Responsibilities:

- Supervise Outreach and Peer Support Specialists
- Manage workflow to ensure daily tasks are meeting quality standards.
- Provide feedback and encouragement to help employees maintain their performance levels.
- To engage daily with veterans experiencing homelessness in a trusting and supportive relationship, providing emotional support and focusing on target goals.
- To leverage non-coercive, trauma-informed practices to build that trust and establish oneself as a partner in their journey out of homelessness
- To encourage veterans to access services for which they qualifying order to achieve goals on their service plans
- Providing immediate transportation to clients to urgent services when needed. This could include shelter transport or transport to a warming center/drop-in center and more.
- Provide mobile case management services.
- Orient clients to the services and requirements for services available
- Conduct initial intakes and assessment to determine veteran's emergency and immediate needs
- Maintain contact with referral sources
- Act as a liaison between veterans and agencies rendering services to clients within your caseload
- Coordinate with other program components to ensure a seamless transition to housing.
- Participate in field visits and transport clients to medical/housing/mental health/substance abuse treatment appointments
- Engaging clients in a trusting and supportive treatment partnership, providing emotional support while maintaining professional boundaries.
- Create referral sources and maintain links to social service agencies.

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- Participate in case collaborative meetings with Project Connect Staff
- Document and track client progress (HMIS, etc.) according to program standards
- Develop service/goal plans, monitor, and evaluate clients progress conduct supportive counseling
- Inputting accurate data in customized database
- Record all intake interviews and subsequent meetings
- Maintain legible complete files and reporting deadlines
- Complete Daily Summary report.
- Submit Mileage Logs at the end of each month.
- Prepare case-related reports including, but not limited to, demographics, outcomes, successes, and challenges
- Maintain and replenish copies of Vehicle and Transport forms for the Outreach desk and van.
- Work with Operations Manager to ensure van receives monthly cleaning and maintenance.
- Report any incidents on the van or accidents to Supervisor.
- Participate in weekly case conferences; attend staff meetings and trainings as required
- Provide oversight for and work in tandem with volunteers and interns
- Assist in packaging events at Prudential Center when needed.

Requirements

- Proficient in Google Suite and Microsoft Office (Word, Excel, PowerPoint), HMIS a plus
- Outstanding written and oral communication and interpersonal skills
- Strong time management and organizational strategies; ability to manage multiple projects and prioritize efficiently
- Willingness and ability to work with diverse identities and lived experiences.
- Ability to lift 35 pounds
- Other functions as needed

Competencies:

- Communication Proficiency
- Pay extreme attention to detail
- Supervision
- Results Driven
- Ability to multi-task
- Strong notetaking skills
- TEAM PLAYER

Education:

Associate degree (preferred) or 2+ years of working in a human service setting (to include internship experiences).

Experience:

- Prior experiences working with an underserved population helpful (e.g., experience with mental health population, drug abuse counseling, life coaching, social work, etc.)
- Preferred: 2+ years of working with homeless or at risk veterans
- Experience working in an environment with high client volume
- Sensitivity to economic and sociological barriers
- Crisis de-escalation certification (Plus)
- BSW (Plus)

Requirements:

- Valid driver's license with 0 points
- Willingness to drive a 15 passenger van
- Ability to be insured through company driver's policy
- 90% plus travel required (company vehicle provided)
- Excellent written and oral communication skills
- Demonstrate Cultural competence and understanding
- Proficiency in Microsoft Word/Google Docs and Excel/Google Sheets
- Bilingual (English/Spanish) PLUS'