

# Loaves and Fishes For St. Louis Inc.

## Job Description



### **Job Title:**

Outreach Liaison

### **Job Summary:**

The Outreach Liaison identifies unhoused individuals through direct outreach engagement. To include connecting them with resources, crisis intervention, referral information, and tangible goods to meet their basic needs. Direct street outreach will initially focus on the St. Louis County area. The liaison will administer assessment tools to identify vulnerable individuals experiencing homelessness, facilitate placement into emergency and short-term shelter options, and connect to social services. In addition, the liaison will work with the partnering agencies and first responders to assist with making short-term shelter placements and enrolling in the housing queue for permanent housing placement.

### **Duties and Responsibilities:**

#### **Outreach:**

- Respectfully engage unhoused individuals with histories of chronic homelessness, severe mental illness, and co-occurring substance use disorders.
- Conduct street outreach and identify hot spot areas where homeless individuals frequent.
- Make referrals and continue to engage with unsheltered homeless neighbors until shelter or permanent housing is obtained.
- Familiarize individuals with and encourage utilization of community services; explain and reinforce services and resources available to persons needing special assistance.
- Connect and assist in transporting individuals to shelter housing and other appropriate resources.
- Maintain case manager responsibility for clients who deny shelter but request services.

#### **Community Engagement:**

- Coordinate services and develop local systems of care for individuals experiencing or at risk of becoming homeless that have come to the attention of law enforcement, jail staff, and court staff. When necessary, advocate on behalf of the client to obtain the services.
- Introduce the Loaves and Fishes mission to local law enforcement agencies and first responders and develop homeless outreach and diversion strategies within their jurisdiction.
- Collaborate with volunteers and community partners to provide resources and support with homeless services. Community partners include faith-based organizations, schools, businesses, medical facilities, and grass-roots organizations.
- Developed continued education on cultural competency and the relationship between law enforcement and the unhoused population to law enforcement agencies, community health providers, and community and nonprofit organizations.

#### **Recordkeeping and Reporting:**

- Make sure that projects produce the desired outcome and that desired results align with the organization's mission.
- Ensure all data is entered accurately and timely.
- Collect data necessary to meet funding requirements and statistical reports.

#### **Teamwork and Collaboration:**

- Builds relationships within the community through one-on-one networking, group meetings, and public outreach to help form partnerships and identify additional resources for clients

- Create a good working relationship with service providers, CoC members, and support groups to facilitate access to area resources and encourage a collaborative effort to service clients.
- Role models effective team behaviors.
- Participates in Homeless Services team meetings and serves on CoC committees as requested.
- Demonstrates practical communication skills in building relationships with all employees and clients.
- Support other departments and team members as the need arises.

**Knowledge, Experience, Skills, and Ability:**

- Basic knowledge and understanding of human behavior, attitudes, and motivation.
- Working knowledge of current resources available to unhoused individuals
- Excellent written and verbal communication skills
- Skill in resolving conflicts and negotiating with others
- Skill in developing positive and productive participant relationships
- Ability to negotiate complex service systems to obtain needed services and resources for participants while not making decisions or performing activities that the participant is fully capable of performing
- Ability to develop and maintain accurate, legible, organized records and to prepare timely reports
- Ability to plan and organize working time effectively and to meet deadlines
- Ability to work collaboratively and professionally with state and local officials, employees, consumers, consumer families, guardians, public agencies, and the general public
- Ability to work effectively with persons from diverse cultures and backgrounds and to respect individual differences
- Ability to collect and analyze information in making decisions concerning a consumer's treatment
- Ability to handle confidential information appropriately
- Ability to recognize potential ethical problems and address them in an ethical manner
- Ability to work with autonomy or with minimum direction

**Education Qualifications:**

Bachelor's degree or equivalent experience working with an at-risk population, social work, community engagement, and/or background in civil service.

- Experience in assessment and crisis intervention preferred.
- Knowledgeable about the local system of care, including but not limited to the operation of the community providers, the HMIS system, and regional, state, and federal guidelines on homeless services a plus.
- Driving is required for this position. In addition, the successful candidate must possess a valid current driver's license and automobile insurance and be insurable under the agency's motor vehicle insurance policy.

**LF Culture:**

- Treats all clients, visitors, and employees with caring, kindness, respect, and dignity
- Adheres to LF policies, procedures, code of conduct, and attendance rules
- Maintains strict confidentiality of all information.

**LF Core Values:**

- **CARING** - We offer a light of hope and encouragement to those who feel lost and scared.
- **KINDNESS** - A simple act that makes a profound impact on the emotional wellbeing

of others.

- **RESPECT**- Everyone deserves the right to be heard, regardless of financial or social status.
- **DIGNITY** - We honor the character and inherent value of each person.
- **STEWARDSHIP** - We hold ourselves accountable to our partners and clients by providing sound stewardship principles and policies to all resources that benefit those in need.
- **EMPOWERMENT** - We teach others how to take control of their life.

**Employment Information:**

Full time (40 hours a week) Monday – Friday 8:30am until 5pm.

Benefits include – supplementary insurance, 401 (k), accrued vacation and sick time, 11 paid holidays.

**To Apply:**

Please submit cover letter and resume to Thomas Crees, Program Director at [tcrees@loavesandfishes-stl.org](mailto:tcrees@loavesandfishes-stl.org)

No phone calls please.