JOB TITLE: Street Outreach Manager  
REPORTS TO: Runaway and Homeless Youth Program Manager  
SUPERVISES: B THERE Outreach Team, street outreach volunteers  
FSLA STATUS: Full Time, Exempt  
LOCATION: Boulder, CO

SUMMARY OF POSITION
The Street Outreach Manager oversees all aspects of Attention Homes street outreach programs and represents Attention Homes in the community through street outreach and community engagement. The goal of street outreach is to connect with youth ages 12-24 years old who are experiencing homelessness with food, water, hygiene items, and information about the resources in the community. The Street Outreach Manager will also supervise and oversee the B THERE Outreach team (Boulder Targeted Homeless Engagement and Referral Effort), a collaborative outreach model between Attention Homes, City of Boulder and Mental Health Partners to connect with and provide resources to adults experiencing homelessness in the City of Boulder.

PRIMARY RESPONSIBILITIES
RHY Street Outreach:
- Accompanied by two volunteers, provide year-round street outreach - rain or snow or shine - in Boulder County Monday through Friday for two hours a day.
- Manage Street Outreach program and identify best practices, including adapting the program to fit the needs of the community and young people.
- Responsible for fidelity of services on street outreach in accordance with our federal Street Outreach Program grant.
- Maintain street outreach inventory.
- Create and provide street based case management.
- In collaboration with Volunteer Manager, schedule and coordinate outreach volunteer shifts.
- Collect and analyze street outreach outcome measures and data for grant reports and program development.
- Onboard and support outreach volunteers and provide direct and timely feedback.

B THERE Street Outreach:
- Manage, implement and oversee B THERE outreach team.
  - The B THERE team will spend four hours per day in predetermined locations to engage all persons experiencing homelessness. Engagement interactions will include:
    - Education of persons on all applicable public health order compliance measures. This may include distribution of masks or conducting basic health screenings (including taking temperatures). If a person is deemed to be symptomatic of COVID-19, the engagement team will contact the COVID-19 Recovery Center (CRC) for transport of the individual to the CRC for respite care and testing. On occasion, the team may be accompanied by Boulder County Public Health staff members for Hepatitis A or other health interventions.
    - Encouraging connection to Coordinated Entry and other supportive services, as applicable to each person, and informing people on the processes, locations, and hours of said services.
    - Identifying encampments through submittal of information into the coordinated system.
Informing people of the camping ordinances, the possibility of enforcement, and available services for sheltering or assistance.

Engaging and building relationships with persons experiencing homelessness for future connection to housing or services. Water or other incentives may on occasion, and approved by the City of Boulder, be provided to encourage trust and interaction

- Implement and oversee data collection and HMIS data entry.
- Maintain street outreach inventory.
- Collaborate with Homeless Outreach Team, City of Boulder and Mental Health Partners to ensure

Community Outreach:

- Maintain and build new relationships with law enforcement, first responders, and community partners.
- Attend designated committee and community meetings as a representative of Attention Homes to acquire information about current community policies and partner organization programs that may affect the population we serve.
- Table events as a representative of Attention Homes.
- Host ‘Lunch and Learns’ with identified stakeholders, such as community training.

ADDITIONAL RESPONSIBILITIES:

- Attend weekly Runaway and Homeless Youth Staff meetings.
- Have weekly presence (2-4 hours/wk) in Runaway & Homeless Youth Drop-In Center.
- Share RHY On-call responsibilities with other RHY management.
- Coordinate maintenance for the Outreach Vehicle.
- Track outreach budget and expenses in collaboration with Runaway and Homeless Youth Program Manager.
- Create and maintain a safe, supportive, and trauma-informed environment.
- Maintain and update files in real time including Salesforce and paper files.
- Support staff in working from a team approach while making group decisions.
- Attend all staff trainings as scheduled and any external trainings as needed and seek out external trainings to promote your own, and the agencies’ development.
- Perform other duties as assigned by your immediate supervisor.

PROFESSIONAL QUALIFICATIONS

Required:

- A minimum of 2 years of experience working with vulnerable populations.
- Be accepting of a variety of lifestyles, behaviors, cultural and spiritual practices.
- Strong verbal and written communication skills with an ability to create meaningful and positive relationships in a short period of time.
- Exhibit a high degree of professionalism.
- Ability to model and maintain clear professional boundaries.
- Self-motivated, self-directed, and manage time effectively.
- Mission-driven and able and willing to learn and incorporate agency philosophy into service delivery.
- Comfortable working with Microsoft applications and gSuite.
- Must have a valid driver’s license, and an ability to obtain a CO license.
- Experience in public speaking.
- Able to lift a minimum of 50 lbs.
● Model and perform crisis intervention and de-escalation tools as needed.
● Occasional weekend and evening work.

Preferred:
● Experience working with vulnerable, underrepresented youth.
● Previous Street Outreach experience.
● Previous management experience.
● Bachelor’s degree.
● Experience using Salesforce/ HMIS.
● Training in Mental Health First Aid/CPR First Aid.

COMPENSATION
Attention Homes offers competitive compensation and benefits such as PTO (or work/life solutions), medical, dental, and vision in addition to a 403(b) plan.

TO APPLY
Email resume and cover letter to: contactah@attentionhomes.org using the subject line “Street Outreach Manager”.

Attention Homes is a drug-free workplace. Candidates and employees must be able to pass a criminal background check.

Attention Homes is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind. We are strategically invested in creating an equitable, diverse and inclusive work environment. All employment decisions are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, […], family or parental status, or any other status protected by the laws or regulations in the locations where we operate.

ABOUT ATTENTION HOMES
Attention Homes provides housing and supportive services to young people ages 12-24. Through a continuum of care, we move young people from the streets or unsafe living situations into programs that support their education, employment, housing situation, and overall well-being to successfully launch into adulthood. We operate a Residential Care Facility for youth requiring out of home placements; a Runaway and Homeless Shelter including street outreach, a daytime drop-in center and overnight emergency shelter; a Transitional Living Program, and a supportive housing project. We are a not-for-profit organization, registered as a 501(c)3. For more information, visit www.attentionhomes.org

Last Updated: Oct 15, 2020