

## Job Description

**Position:** Street Outreach Director

**Reports to:** Deputy Director

**Location:** Cleveland, Ohio

**Hours:** Full-time, Monday through Friday 9am to 5pm – some weekends



**Job Summary:** The Northeast Ohio Coalition for the Homeless (NEOCH) is seeking applicants for its full-time Street Outreach Director position. NEOCH is a 501(c)(3) nonprofit with a mission to eliminate the root causes of homelessness while loving our diverse community through organizing, advocacy, education, and street outreach. The Street Outreach Director will oversee the daily operations of NEOCH street outreach program. They will supervise and evaluate all street outreach staff as well as developing and implementing program goals as expected from funding sources and organizational plans.

The Street Outreach Director will lead and coordinate outreach efforts aimed at assisting unsheltered individuals and connecting them with vital resources and services. They are responsible for overseeing outreach teams, developing outreach strategies, and fostering partnerships with community organizations to address the needs of unhoused people.

### Key Responsibilities:

#### 1. Strategic Planning:

- Develop and maintain NEOCH's street outreach programs to ensure that trauma informed, person-centered services are delivered to all people living on the streets.
- Continuously evaluate and adjust outreach strategies based on evolving needs and feedback.
- Work with the Executive Director and Deputy Director to establish and maintain funding for the program.
- Manage Outreach Team Budget.
- Foster and utilize ongoing outreach expertise to support and collaborate with education and organizing/advocacy departments
- Maintain up to date grant reporting as specified by each outreach grant in collaboration with Outreach Coordinator

#### 2. Team Leadership:

- Recruit, train, and supervise outreach staff providing them with guidance, support, and mentorship as needed.
- Foster a positive and collaborative team environment focused on achieving outreach goals and objectives.

#### 3. Outreach Coordination:

- Oversee NEOCH's volunteer-driven program Coordinate NEOCH's volunteer-driven program to include the broader community in the work to end homelessness and remove stigma.
- Oversee the Cleveland Outreach collaborative including planning and facilitating monthly street outreach collaborative meetings.
- Ensure effective communication and coordination between outreach teams, service providers, and other stakeholders.

#### 4. Resource Connection:

- Troubleshoot complex cases and provide necessary follow-up aimed at establishing linkage to services
  - Advocate for clients' access to community resources and services and ensure that human and civil rights are maintained
  - Liaison and coordinate with homeless service partners and other groups working in Cuyahoga County to ensure continuity of care
5. **Partnership Development:**
- Establish, build, and maintain relationships with people living unhoused and community partners
  - Cultivate and maintain partnerships with local government agencies, nonprofit organizations, faith-based groups, and other stakeholders involved in homeless services.
  - Collaborate with community partners to leverage resources, share best practices, and coordinate efforts to address homelessness effectively.
  - Represent the organization at community meetings, trainings, forums, and events to raise awareness of homelessness issues and promote collaborative solutions.
6. **Data Management and Reporting:**
- The Outreach Director will work with outreach staff to maintain accurate records of outreach activities, client interactions, and service referrals.
  - Prepare regular reports on outreach outcomes, trends, and challenges.
  - Utilize data to manage outreach efforts, measure outcomes, inform decision-making, evaluate program effectiveness, and identify areas for improvement.

**Qualifications:**

- Five years of experience working in homeless services or a master degree in social work, psychology, public health, or a related field.
- Previous experience in homeless outreach, social services, or community organizing.
- Proven experience working with the public, and developing and maintaining excellent relationships
- Experience with Microsoft Suite, data entry and documentation
- Excellent oral, written, and organizational skills with attention to detail
- Training in trauma-informed care, conflict resolution, and harm reduction models.
- Ability to work flexible hours in times of need, including weekends and evenings
- Awareness of and adherence to strict boundaries and professional ethics in the care of others
- Belief in the principles of self-determination, social justice, and equity
- Bilingual in English/Spanish
- Ability to provide own transportation

**Compensation:** Salary \$58,000 (exempt)

**Benefits:** Health, dental, vision and disability/life insurance available, 10 vacation and 10 PTO days, paid federal holiday

NEOCH seeks to dismantle systems and forms of oppression- racism, sexism, heterosexism, transphobia, classism - and we embrace cultural diversity. We are an equal opportunity employer.

Please send a cover letter and resume to [Jobs@neoch.org](mailto:Jobs@neoch.org) by May 1, 2024.