



Support and
Shelter for
Overcoming
Homelessness

Job title	Housing Not Jail (HNJ) Outreach Specialist		
Reports to	Housing Not Jail Supervisor	Position Status	Full Time through 9/30/2021
Salary Range	\$14.50/hour	Assignment	Benefits
EEO Class	Administrative Support	FLSA Status	Non-Exempt
Shift	40 hours Monday- Friday (flexible- includes both daytime and some evening hours as needed)		

Job Summary

The Road Home is a dedicated member of the homeless and housing provider network in the State of Utah and a leader in innovation and implementing best practices in our community and across the nation. We are seeking compassionate, empathetic and highly motivated individuals who are interested in making a difference in the lives of others.

Housing Not Jail (HNJ) is a program developed by The Road Home in a Pay for Success model awarded by Salt Lake County Government. The objective of HNJ is to identify individuals who are persistently homeless, helping them obtain housing in the community and working with them to optimize housing stability by offering services including case management, behavioral health, and employment. We are currently recruiting for an Outreach Specialist who will verify client eligibility, maintain outreach lists, create client notifications, and complete prescreen materials directly with clients prior to them becoming a part of the HNJ program. The Outreach Specialist will engage clients and establish trusting, collaborative relationships directed toward the goal of self sufficiency and success in housing and in the community.

Duties and Responsibilities

- Become proficient with the PFS Housing Not Jail program design and plan
- Familiarize with outreach, housing, case management, employment and behavioral health procedure documentation and tracking database systems
- Create outreach letters and place notifications for eligible individuals
- Place electronic outreach notifications to alert staff
- Outreach to eligible individuals in shelter dorms and perform prescreen surveys
- Collaborate with program supervisor in ensuring program fidelity, documentation accuracy
- Keep records and statistical data as required and participate in research and/or special projects as needed
- Attend weekly staff/staffing meetings and other meetings as assigned
- Other duties as assigned

Education and Experience

- High School Diploma or GED required
- A history of working in homeless services or with disenfranchised populations is preferred

Skills and Requirements

- Must be dependable and reliable
- Ability to work individually in a self-directed manner and as part of a team
- Excellent organizational skills with an attention to accuracy and detail
- Basic knowledge of Trauma Informed Care and Housing First
- Strong computer skills including Microsoft Office.
- Exceptional boundary setting skills and the ability to set and observe appropriate boundaries with clients
- Ability to multitask and remain calm and professional in highly stressful situations
- Strong interpersonal skills with ability to collaborate and communicate professionally and effectively.
- Ability to work with diverse clients. Being culturally responsive and approaching clients who are from different racial, socio-economic, and ethnic communities with respect and openness.
- Ability to work within a collaborative and dynamic team
- Ability and willingness to accept direction from HNJ Program Supervisor
- Valid driver's license required

Physical and Equipment Requirements

Ability to lift 50 pounds

Instructions to Apply

To apply, please email your resume and cover letter to resumes@theroadhome.org. Please include the job title ***HNJ Outreach Specialist*** in the subject line.

A pre-employment screening is required and includes a resume/employment application, criminal back ground check and drug test.

The Road Home is an Equal Opportunity Employer