

Position Description:

Mental Health Resource Center is seeking an **Outreach Specialist – Emergency Services Grant** in Jacksonville.

The Outreach Specialist-Emergency Services Grant (ESG) works closely with homeless individuals being referred to the COVID Hotel Project. The Outreach Specialist accepts and screens referrals, completes an assessment to determine if other housing options are available, and coordinates admission into the COVID Hotel Project when diversion efforts are not successful.

The essential functions of the Outreach Specialist include, but are not limited to:

- Provides supportive services in accordance with program guidelines and requirements.
 - Serves as point of contact for referrals into the hotel project.
 - Screens applicants, conducts assessments, and makes referrals to community agencies.
 - Links individuals with appropriate services, alternative housing placements, and provides resources for crisis intervention as needed.
 - Completes a VI-SPDAT (Vulnerability Index - Service Prioritization Decision Assistance Tool) on all referred individuals and families to determine eligibility, risk and prioritization.
 - Ensures eligibility criteria for services are met.
 - Evaluates effectiveness and satisfaction in following service recommendations.
 - Provides transportation if other means are not available.
 - Coordinates admissions into the COVID Hotel Project.
- Assures the accuracy, completeness and confidentiality of records.
 - Completes the Service Prioritization Decision Assistance Tool (VI-SPDAT) on all individuals served.
 - Documents or obtains documentation of past medical, psychiatric, homeless, and social history.
 - Maintains current, accurate and comprehensive information in each record to include all activities, contacts and communications on behalf of individual served.
 - Maintains administrative records
 - i) Maintains all records required for the completion of monthly reports.
 - ii) Completes monthly reports within scheduled time period.
- Acquires knowledge and develops expertise in the area of homelessness and the community resources to help this population. Participates in educating the community on the issue of homelessness and advocates for accessibility of community services. Attends community meetings regarding housing and other service issues for homeless individuals and families.
- Serves as an advocate, assuring individual's rights as delineated in State and Federal Regulations and Department of Children and Families.
- Assesses and monitors for risk, symptoms of trauma, and indications of abuse and neglect. Uses appropriate reporting mechanisms.

Position Requirements:

In order to be considered, a candidate must have a Bachelor's Degree in Mental Health or a related Human Services field from an accredited university or college (a related Human Services field is defined as one in which 30 hours of course work includes the study of human behavior and development) required.

OR

High School diploma **and** one year experience working the homeless population or individuals with chronic mental illness and/or substance abuse history required.

Proficiency in the Homeless Management Information System (HMIS) within three months of employment.

Proficiency in Microsoft Office, Outlook and use of the Internet required.

Must meet Frequent Drivers requirements, including a valid Florida driver's license, and insurance coverage equal to or exceeding 50,000/100,000/50,000 split limits.

Strong communication skills are essential and this individual must be able to interact appropriately with internal and external customers, including patients, families, caregivers, community service providers, supervisory staff and other department professionals.

Position Details:

This is a Full Time Days position: Monday through Friday, 7:30am to 4:00pm.

This position will provide occasional evening coverage. Rotating weekend coverage is also required from 9:00am-5:30pm.

These full time positions offer a comprehensive benefits package.