

CITY OF BALTIMORE
Department of Human Resources
201 E. Baltimore Street, Suite 100
Baltimore, MD 21202
(410) 396-3860 711(TTY)
www.baltimorecity.gov

INVITES APPLICATIONS FOR THE POSITION OF:
Operations Specialist II, Community Outreach Coordinator

An Equal Opportunity Employer

SALARY: See Position Description

OPENING DATE: 08/08/18

CLOSING DATE: Continuous

CLASS DESCRIPTION:

THIS IS NON CIVIL SERVICE POSITION

Baltimore City Mayor's Office of Human Services is seeking a dynamic professional to coordinate the activities of the homeless outreach teams throughout Baltimore City and internally with other City agencies to ensure effective connections with the street homeless and coordination with service providers. This position reports to the Deputy Director of the Homeless Services Program (HSP).

Responsibilities of the position include but are not limited to:

- Coordinate and supervise the activities of the outreach worker team; work with citizens to prevent homelessness. This includes coordinating with other outreach worker organizations that work in assigned sectors throughout the City; co-facilitating weekly outreach meetings, responding to constituent inquiries related to outreach.
- Facilitates the movement and transition of homeless citizens; assists homeless citizens with securing housing.
- Prevents the entrenchment of homeless encampments; coordinates agency responses to encampments and interagency activities.
- Collect, organize and monitor outreach data, generate reports related to outreach activities, transition outreach data collection into the Homeless Management Information Systems (HMIS).
- Coordinate the following activities: Homeless Services Code Red and Winter Shelter plans, agency responses to encampments and interagency activities
- Develop community outreach and educational programs; ensure that outreach providers are fully engaged with all resources and systems critical to serving the homeless population, including but not limited to: housing resources and opportunities; medical and behavioral health systems; identification and benefits programs; 211 resources; and information-sharing across city systems.
- Ensure that outreach teams are engaged in key initiatives such as Project Homeless Connect and the Point-in-Time count, specifically, the unsheltered count component.
- Represent the agency at community and stakeholder meetings relevant to homeless outreach including managing the inter-agency outreach communications; advising city agencies on potential ways to minimize harm to homeless persons.

Knowledge, Skills and Abilities:

- Outstanding knowledge of the English language. Must be able to communicate effectively orally and in writing.

- Outstanding knowledge of reference and research methods and techniques in collecting, compiling, and organizing data.
- Outstanding knowledge of complex analytical principles and techniques.
- Knowledge of community outreach needs and problems.
- Knowledge of programs, services and resources available in the community.
- Knowledge of group dynamics and work techniques.
- Knowledge of community organization and consensus building techniques.
- Knowledge of administrative practices and procedures.
- Demonstrated ability to prepare and present reports.
- Ability to deal effectively with government officials and personnel, representative of private organizations, community groups; ability to establish and maintain effective working relationships with co-workers, the general public, clients, and others.
- Must be skilled in interpersonal relations
- Ability to plan, organize and evaluate outreach and related activities and related special events in the community.
- Ability to prepare and maintain detailed statistical and narrative reports; evaluate data, compare data to existing standards and draw conclusions.
- Ability to manage multiple projects.
- Must be a self-starter with sound judgment and high communication skills. Must be a team player with the ability to prioritize multiple tasks. Work must be timely and attention to detail is necessary.
- Competent working with Microsoft Office® and communicating via email.
- Experience in related homeless, social or health services field.

Education and Experience Requirements:

Requirements-An Associate's degree and 7 years of experience performing exceptional analytical support for an operational, technical, or administrative function is required.

Equivalencies - Equivalent combination of education and experience.

This is a **full-time non-civil service position with a salary range of \$56,390 - \$90,307 and a comprehensive benefits package.**

Those considered for employment must authorize release of a criminal background check from the Maryland State Police.

To Apply: Qualified and interested applicants must submit an employment application (including letter of interest and resume) via the City's online recruitment system at:

<http://agency.governmentjobs.com/baltimorecity/default.htm>. Applications will be accepted on a continuous basis until filled.

Baltimore City is an Equal Opportunity Employer

APPLICATIONS MUST BE FILED
ONLINE AT:

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711 (TTY)

Position #00214
OPERATIONS SPECIALIST II, COMMUNITY OUTREACH
COORDINATOR
UNKNOWN UNKNOWN