CITY OF LAKE ELSINORE
Housing and Outreach Specialist
Part-time / Temporary / At-will

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications within the position.

DEFINITION:

The Housing and Outreach Specialist is a newly created, grant funded staff position that will assist in the City’s efforts to address chronic homelessness. More specifically, the Housing and Outreach Specialist will help plan and implement a new comprehensive regional homeless housing program granted by the County of Riverside and funded by the state’s Homeless Emergency Aid Program. The House Lake Elsinore (LE) / House Wildomar project is a regional demonstration effort to build and implement a local Housing First program that will immediately decrease the number of homeless individuals on the streets of Southwest Riverside County by identifying those in need and moving them into sustainable transitional and/or permanent supportive housing. As part of this program, the Housing and Outreach Specialist will provide support for housing navigation and resource coordination e.g. housing subsidies and rental assistance; street outreach, enforcement and navigation for chronic homeless individuals; public education and engagement; coalition and resource building; case management and supportive services; and other related duties as assigned.

The Housing and Outreach Specialist will foster community collaboration, develop housing assistance guidelines, and administer homeless service programs in coordination with the City’s Homeless Task Force including executing contracts and programs that ensure proper implementation within the grant requirements.

Note: This is a grant funded position ending June 30, 2021. Position is part time and hours will vary. Occasional work on nights and weekends may be required

DISTINGUISHING CHARACTERISTICS:

The Housing and Outreach Specialist is a part-time, temporary position in the City Manager's Office. Under general supervision, the incumbent performs a variety of duties related to homeless housing assistance programs and works with landlords, tenants, public agencies, and non-profits to address chronic homelessness and find opportunities for housing in and around the City of Lake Elsinore, City of Wildomar and surrounding County areas.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from the Project Manager.

ESSENTIAL FUNCTIONS: (include but are not limited to the following)
• Cultivate, manage, and retain landlord and property management company relationships to develop new housing resources for a full range of housing options for the chronic homeless.

• Identify, engage and present to key stakeholder groups, such as the Southwest Riverside County Association of Realtors, California Apartment Association, top property management companies, and others to share the proposed program and encourage them to partner and join our team efforts.

• Develop and maintain a list of prospective landlords interested in supporting housing for homeless individuals.

• Assist in the development and execution of rental/lease agreements between landlords/property owners and the City’s street outreach team.

• Develop guidelines and processes for rental assistance and/or subsidies including deposit assistance.

• Solicit bids and administer contracts for services related to homeless programs.

• Manage day-to-day inquiries and outreach efforts for the regional House LE/House Wildomar program for the City of Lake Elsinore, City of Wildomar and the surrounding county areas.

• Regularly research and monitor homeless housing efforts at the federal, state and local level including programs, funding opportunities, and related legislation.

• Prepare City Council reports and various other City committee, and staff reports, resolutions, ordinances, and correspondence regarding assigned programs.

• Identify new housing service resources through businesses and nonprofit partners (e.g. Habitat for Humanity and Home Aid) to provide home repairs, maintenance, and furnishings.

• Develop and/or implement a coordinated housing database system or technology to manage homeless individuals and housing options. Conduct research on existing housing databases including the technologies used by Riverside County, i.e. HMIS and CES.

• Identify and support related county partners and providers to successfully leverage and promote the Coordinated Entry System (CES) and other available housing and homeless programs.

• Develop permanent supportive services case management protocols for those in subsidized housing. This includes regular contact and supportive services such as transitioning from immediate housing into longer term transitional housing or recovery as needed or required.

• Assists with public information and engagement related to homelessness in the City and street outreach efforts. This includes website content development, social media posts, and/or media outreach.
• Prepares reports and presentations for local, regional and statewide organizations seeking information about the City’s homeless outreach efforts and programs.

• Establishes and maintains strong working relationships with key industry stakeholders, including public agencies, non-profit organizations, private lenders, realtors, develops, representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

• Work with all related county departments, non-profits to identify a way to share and integrate data to streamline services and reduce redundancies in support, outreach and/or services.

PHYSICAL, MENTAL, AND ENVIRONMENTAL WORKING CONDITIONS:

Most work is performed in an office environment and requires repetitive hand movement and fine coordination in preparing reports using a computer keyboard. However, some off-site work may be required during outdoor homeless street outreach events, public presentations and/or other related service events. Additionally, the position requires both near and far vision in reading written reports and work-related documents. Acute hearing is required when providing phone and personal service. Must be able to communicate verbally and with a keyboard through written means, to review information and enter/retrieve data.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

**Education and/or Experience:**

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a Housing and Outreach Specialist. A Bachelor's Degree from an accredited college or university with major course work in public administration, business administration, social services, or a related field is preferred, but not required. A minimum of two years of practical experience in social work, homeless services, affordable housing, or a related field.

**License/Certificate:**

Possession of, or ability to obtain, a valid Class C California driver’s license.

**KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

**Knowledge of:**

Principles and practices of program development, homeless service development, and administration. Applicable community housing programs and homeless resources. Development, implementation and evaluation of homeless services and housing systems.
Management and supervisory principles and practices that include program planning, budgeting, contract negotiation, and system analysis.

**Ability to:**
Take an active role in providing leadership and discipline; maintain a high level of personal/professional integrity and honesty; communicate in a clear and efficient manner; establish and maintain effective relationships; prepare reports; take direction from supervisors and implement directives successfully; work independently with little to no oversight; coordinate and work with numerous local and regional agencies, community groups, and other organizations; gather, analyze, synthesize, and evaluate processes for accuracy and effectiveness; research issues, analyze data, and develop strategic recommendations.

**Skill to:**
Operate an office computer and a variety of word processing, spreadsheet and software applications such as Microsoft Word, Excel, PowerPoint, and Outlook. Experience with online computer applications such as social media platforms, websites, content management systems, or customer relationship management software is recommended, but not required.