



## STREET OUTREACH SUPERVISOR

### Job Description

**STAFF MEMBER:**

**POSITION:** Street Outreach Supervisor

**JOB FAMILY:** Recovery Support Services

**POSITION TYPE:** Full-time, non-exempt

**PAY BAND:**

**REPORTS TO:** Men's Director of Recovery Services

**RESPONSIBILITIES/SUMMARY:**

This position will lead and oversee outreach efforts for the Bringing Neighbors Home Pilot Program. This role will supervise the outreach team, including three Street Outreach and Housing Specialists (SOHS) and one Peer Support Specialist (PSS), ensuring seamless coordination between Healing Transitions, Oak City Cares, and the City of Raleigh. The position also supports the Project Manager in implementing and managing the pilot program, overseeing operations, data collection, and reporting outcomes.

The Street Outreach Supervisor will guide team members in engaging with unsheltered individuals, building rapport, connecting clients to essential services, and offering continuous care.

**COMPETENCIES:**

1. Leadership: Demonstrated ability to manage and motivate a diverse team in achieving program objectives.

DIRECTOR OF WOMEN'S RECOVERY SUPPORT SERVICES

2. Ethical Conduct/Practice: Adherence to ethical guidelines in trauma-informed care and housing-first practices.
3. Coordination: Strong skills in facilitating collaboration between multiple agencies and service providers.
4. Data Management: Competence in collecting, analyzing, and reporting program data accurately.
5. Client Engagement: Empathetic and culturally competent approach to working with unsheltered individuals.
6. Decision Making: Ability to respond to crises and manage risks effectively.
7. Communication: Strong written and verbal communication skills for interacting with clients, partners, and staff.
8. Adaptability: Flexibility to navigate changing circumstances and dynamic work environments.
9. Teamwork Orientation: Willingness to foster collaboration across departments, agencies, and community partners.

**ESSENTIAL FUNCTIONS:**

**1. Team Supervision:**

- a. Provide day-to-day supervision of the outreach team, ensuring effective and trauma-informed service delivery.
- b. Support team members in prioritizing tasks and managing caseloads.

**2. Program Management:**

- a. Collaborate with the Project Manager to implement and manage the Bringing Neighbors Home Pilot Program.
- b. Oversee outreach operations, ensuring coordination between Healing Transitions, Oak City Cares, and the City of Raleigh.

**3. Data Collection and Reporting:**

- a. Monitor and ensure accurate collection of program data, including client outcomes and service metrics.
- b. Prepare detailed reports for internal and external stakeholders, including the City of Raleigh.

**4. Client Engagement and Support:**

- a. Guide SOHS and PSS in building trust with clients, connecting them to essential services, and maintaining continuous care.

- b. Provide direct support to the Peer Support Specialist in delivering outreach and peer support services.
- 5. Collaboration:**
- a. Act as the primary liaison between the outreach team and external partners, fostering communication and alignment with program goals.

**REQUIRED EDUCATION AND EXPERIENCE:**

- At least three years of experience in homelessness services, street outreach, or a related field.
- Experience supervising teams or managing programs.
- Familiarity with Housing First and trauma-informed care principles.
- Proficiency in data management and reporting tools.
- Bachelor's degree in social work, human services, or a related field required; Master's degree preferred.
- Licensed Clinical Social Worker (LCSW) preferred.

**SUPERVISORY RESPONSIBILITY:**

This position directly supervises three Street Outreach and Housing Specialists (SOHS) and one Peer Support Specialist (PSS).

**WORKING ENVIRONMENT:**

- Standard office settings and outdoor outreach activities in various weather conditions.
- May require evening or weekend work to meet program needs.

**PHYSICAL DEMANDS:**

- Frequent walking and standing, including visits to unsheltered locations.
- Occasionally lifting up to 30 pounds.
- Driving to various community locations.

**TRAVEL:**

This position requires travel to meet clients, attend community meetings, and ensure coordination with partners.

**APPROVAL SIGNATURES:**

\_\_\_\_\_  
Staff Member

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date