



City of Tempe

HOMELESS OUTREACH SPECIALIST

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	534	<i>Department:</i>	Human Services
<i>Supervision Level:</i>	Non-Supervisor	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Housing Services Specialist II+
<i>Safety Sensitive / Drug Screen:</i>	Yes	<i>Physical:</i>	Yes
Click here for more job classification information including current salary range.			

REPORTING RELATIONSHIPS
Receives functional direction from the Homeless Solutions Coordinator; receives direct supervision from the Homeless Solutions Supervisor/Manager.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	One (1) year of experience conducting street outreach, case management, navigation, behavioral health support and/or substance abuse treatment working with individuals/families experiencing homelessness and/or other vulnerable populations. Bilingual (Spanish/English) skills are preferred.
<i>Education:</i>	High school diploma, GED or equivalency; bachelor’s degree with major coursework in social work, psychology is preferred.
<i>License / Certification:</i>	<ul style="list-style-type: none"> ● Possession of a valid driver’s license. ● Possession of, or the ability to acquire within six (6) months of hire, a fingerprint clearance card from State of Arizona.

ESSENTIAL JOB FUNCTIONS
Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.
To engage and assist homeless and near homeless individuals, families and youth in services to end their homelessness.

OTHER DUTIES AS ASSIGNED
Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Provide mobile outreach and engagement to unsheltered people within Tempe. Connect and refer both homeless and those who are about to become homeless to information, services, provider agencies and organizations that will assist them.
- Respond to requests for service from the public (e.g. Tempe residents, businesses, churches and social service agencies).
- Provide housing barrier assessments data collection, used to facilitate housing placement through the Maricopa County Regional Coordinated Entry System.
- Perform shelter operation duties as assigned.
- Provide direct navigation service as needed, including but not limited to: survival aid, transportation, securing benefits, mediation with families and property manager, paperwork, assisting with housing search, connection to mental health services, and continuing time limited supports once the person or family is sheltered or housed permanently.
- Maintain accurate records including clients served, entered into the Human Management Information System (HMIS).
- Assist the development and implementation of the annual Housing and Urban Development (HUD) Point in Time Homeless Street Count.
- Assist with special events such as Project Connect.
- Maintain assigned vehicles/trailers (check fluids, tires, wash van regularly, clean inside of van daily.) Maintain supplies (snacks, water, etc.) and resources (brochures, paperwork, etc.) in vehicles. Maintain stock supplies in the office.
- Provide services and respond to requests from the Housing Department, such as requests for housing-based follow-up services.
- Attend workgroup meetings, trainings, and participating in continuous quality improvement of the program.
- Perform related duties as assigned.

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective April 2015

Revised February 2018 (revised purpose statement, job duties, min qualifications, and physical activities)

Revised April 2021 (revised reporting, DHS fingerprint clearance card, and clarified outreach experience required)

Revised April 2023 (update min qualifications – experience and certifications)

PHYSICAL DEMANDS AND WORK ENVIRONMENT

Job Title: Homeless Outreach Specialist

Job Code: 534

VEHICLE OPERATION	YES	NO
Will this position drive a City vehicle?	X	
Will this vehicle require a Commercial Drivers License?		X

	Never	Occas.	Freq.	Contin.
	0% of time	1-35% of time	36-65% of time	66-100% of time

ENDURANCE				
Sit		X		
Stationary / Stand				X
Move / Traverse				X

WORK WITH OR EXPOSURE TO THE FOLLOWING				
Machinery*	X			
Electrical*	X			
Power Tools*	X			
Hand Tools*	X			
Personal Protective Equipment*	X			
Fumes		X		
Computer Software				X
Chemicals	X			

ENVIRONMENT				
Indoors		X		
Outdoors				X
Working in or around water		X		
Extreme Heat				X
Extreme Cold		X		
Office Setting		X		
Confined Spaces		X		
Excessive Noise**		X		
Heights		X		
Sewage Exposure		X		
Bodily Fluid Exposure		X		

VISION REQUIREMENTS	YES	NO
Close (clear vision at 20 inches or less)		X
Distance (clear vision at 20 feet or more)		X
Color (ability to identify and distinguish colors)		X
Depth Perception (three-dimensional vision, ability to judge distances and spatial relationships)		X
Peripheral (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)		X
Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)		X
No Special Vision Requirements		X

Maximum LIFT / CARRY	Lift	Carry
5-25lbs		
26-50lbs	X	X
51-75lbs		
76-100lbs		

Maximum PUSH / PULL	Push	Pull
5-25lbs		
26-50lbs	X	X
51-75lbs		
76-100lbs		

MOVEMENT	YES	NO
Bend / Stoop / Twist	X	
Crouch / Squat	X	
Kneel / Crawl	X	
Above Shoulder Level	X	
Below Shoulder Level	X	
Repetitive Arm Use		X
Repetitive Wrist Use		X
Repetitive Hand Use	X	
Climb Stairs / Ladders	X	
Neck Range of Motion	X	
Traverse Uneven Surface	X	
Traverse Even Surface	X	

ADDITIONAL CONSIDERATIONS:
- May work alone for extended periods of time.
- Walking on unstable ground, hiking, getting in and out of vehicles multiple times during work shift.
- Other mental attributes essential to this classification.

*DEFINITIONS/EXAMPLES
Machinery: bucket truck, riding mowers, backhoe etc.
Electrical: wiring, outlets, fuses etc.
Power Tools: push mowers, jackhammers, drills, chainsaw etc.
Hand Tools: hammers, wrenches, shovels, wheel barrels, saws etc.
Personal Protective Equipment: respirators, Tyvek coveralls, hard hats, fall protection harness etc.

**** Hearing test is required**