



**JOB ANNOUNCEMENT – PLEASE POST**

<b>Homeless Services Direct Services Advocate – Josephine County</b>	
<b>Case Management</b>	<b>Closing Date: Open until filled</b>
<b>Budgeted Hours: 40 hrs/wk</b>	<b>Salary: \$13.77 - \$18.37 Plus generous benefit package</b>

**DRIVING RECORD:** Applicants selected for interview will be required to bring to the interview a recent Court Print driving history obtained from the DMV. Please allow 3-5 days for delivery and longer for out of state.

**BACKGROUND CHECK:** Must be able to pass a background check ran by Oregon Department of Human Services.

**THE POSITION** Provide outreach, locate and provide information/referral to community resources to addressing the homeless individual's needs, including but not limited to: providing assistance in acquiring safe, affordable and stable housing; access to public benefits; access to health care; educational services; community resources; follow-up with clients to create a supportive network to ensure family stabilization and self-sufficiency. **Essential Functions of the Job:** Provide outreach services for homeless population including veterans and/or families. Interview homeless population including veterans and/or families of veterans coming to UCAN for services. Assess needs of homeless consumers, educate, explain and refer to community resources. Provide emergency services. Provide pathways to securing eligibility and identification of service documents to access housing and other benefits as deemed appropriate. Follow-up with clients; which provides a supportive network to ensure family stabilization and self-sufficiency. Conduct services in office and in the field such as OHP enrollment, coordinated entry, emergency shelter alternatives, etc. As well as mobile outreach and intake throughout Josephine County. Remain aware of community resources in order to refer people. Establish and maintain rapport with community partners and vendors, attend network and partner meetings, table events; develop routine of reliable mobile access for homeless population and veterans and/or families of veterans to connect with for services. Establish and maintain necessary files, program records and statistics. Track use of support services funds. Assist with program reports as needed. Process all paperwork correctly and in a timely manner. Conduct outreach and consistent engagement with homeless population during and as needed in UCAN Food pantry, Campus Closet and other safety net services; educate as needed to community seeking food security with UCAN services and community services available. Outreach activities may include service delivery outside of normal business hours, including weekends, evenings etc. and as such time management is critical to success. Assist with coordination of Annual Point In Time Count which includes partner recruitment, sites, data accumulation and other components to ensure proper evaluation and assessment of homeless veterans and/or families of veterans. Plan and coordinate meetings; which include: schedule guest speakers, secure meeting site, facilitate class discussions. Provide case management follow-up services to participants; coordinate supportive service with other UCAN programs as well as community partner agencies. Identify and remain up-to-date on the needs of the Homeless populations including veterans and/or families of veterans and those at risk of becoming homeless. Actively engaged in community partner/stakeholder groups. Attend and present program up-dates at bi-monthly staff meetings. Be involved as a team member in planning and activities. Reliable record-keeping for transfer of case information to other team members; provides "warm hand off" to internal/external partners and is integral in the transition of vulnerable individuals into stabilization planning.

**NOTE:** Weekend and occasional night work will be expected on occasion. Regular and consistent attendance is required. Travel is required to support UCAN Case Management program in Douglas and Josephine Counties.

**MINIMUM QUALIFICATIONS:** Associate's degree in human services or business with some experience in human services or housing programs OR a satisfactory equivalent combination of education, experience and training. At time of appointment, must possess a valid Oregon driver's license.

In addition to the above, applications will receive further evaluation based on the following: **Knowledge of:** Considerable knowledge of community resources; considerable knowledge of and experience in empowering individuals, understanding of low income/homeless people and the causes of poverty and homelessness.

**Skill in:** Working with people in crisis; organizational skills; budget development, fiscal reporting, good record keeping skills.

**Ability to:** Communicate effectively in both oral and written forms; maintain confidentiality; work effectively with low income people and understand their needs; estimate and manage time efficiently; prepare and maintain moderately complex fiscal and/or statistical records and reports; multitask and adjust to priority changes and remain calm and use good judgment during confrontational or high pressure situations; work as part of a team; interpret policy and procedures to employees and the public; make decisions independently in accordance with established policies and use initiative and judgment in carrying out tasks and responsibility; courteously meet and deal effectively with other employees, public agencies, community partners, program clients and the public.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:** Work will require bending, carrying, keyboarding, lifting up to 25 pounds (occasionally more), pushing, pulling, reaching, sitting, standing and walking. Work is typically performed under reasonable good working conditions. Work requires continuous mental and/or visual attention.

**SUBMIT COMPLETED UCAN APPLICATION TO:**  
 UCAN Human Resources, 280 Kenneth Ford Drive, Roseburg OR 97470  
 541-492-3913 FAX 541-492-3921  
 Or Online: Application on website: [www.ucancap.org](http://www.ucancap.org)  
 EQUAL OPPORTUNITY EMPLOYER & PROVIDER