



Position	Director of Outreach	Classification	Exempt
Reports To	Clinical Director		
Department	Outreach	Salary Range	\$70,000 - \$75,000

ABOUT MIRIAM'S KITCHEN

Miriam's Kitchen works to end chronic homelessness in Washington, DC. We advocate for permanent supportive housing as a long-term solution, while meeting short-term needs by providing healthy meals and high-quality social services to individuals who are chronically homeless.

ABOUT THE POSITION

The Director of Outreach will partner closely with the District of Columbia Department of Human Services and the Coordinated Assessment and Housing Placement (CAHP) leadership team to oversee system-wide efforts to expand outreach and assessment, target supportive housing services to high-acuity people who are not well-connected to existing resources, and ensure that a set number of individuals on the Outreach Team's case load exit homelessness each year. The Director of Outreach will lead a team of dedicated Outreach Case Managers who conduct outreach to unsheltered people experiencing homelessness, administer VI-SPDAT assessments, help individuals collect identification documents in an effort to become "document ready," and facilitate the housing process by acting as liaisons between the targeted individual and housing provider. The Director will also oversee the work of a Lead Street Outreach Coordinator, a Licensed Clinical Coordinator, Outreach Case Manager, and a SOAR Specialist. The Director of Outreach will participate in CAHP community team meetings and help ensure that all high-priority individuals in the District receive housing match services. The Director of Outreach will also participate in ICH Workgroup meetings and DC Homeless Outreach meetings to help craft outreach policy and protocols. The Director will utilize HMIS and computerized databases to document progress notes, manage the assignment of housing specialists, create electronic copies of ID documents, and track data related to assessments and housing placements.

DUTIES AND RESPONSIBILITIES

- Manage staffing and training for the Outreach Team. Create an environment for program staff with clear goals, a focus on strategic results, adequate training, and a supportive culture that promotes effective teamwork.
- Supervise and train an outreach team to ensure that all high-priority people receive intensive support with the housing process and with applying for SSI/SSDI, Medicaid, food stamps, and other services as needed.
- Partner and coordinate with the District of Columbia Department of Human Services and CAHP Leadership Team to build the system's capacity for administering assessments and providing supportive housing services.
- Lead efforts to assign dedicated Outreach Case Managers and other outreach staff at the CAHP community team meetings.
- Oversee the utilization of HMIS for the purposes of assigning housing specialists and uploading identification documents.

- Provide outreach, case management, and housing match services in any setting necessary, including streets, shelters, hospitals, jails, and encampments.
- Manage the Outreach team's budget and finances.
- Attend DHS trainings and other trainings as required.
- Utilize computerized databases to maintain written and computerized records, compile reports, and complete other program documentation (e.g. case notes). Maintain appropriate confidentiality of clients' information and records.
- Measure and report on outcomes, including but not limited to: number of high-priority individuals matched to housing specialist and receiving housing match services, proportion of matched individuals who collect all documents necessary for housing placement, number of high-priority individuals permanently housed, number of SOAR applications completed and approved, and number of individuals connected to other supportive services (e.g. Medicaid, food stamps, ACT services).
- All other duties as assigned.

QUALIFICATIONS

Knowledge, Skills and Abilities

Knowledge:

- Familiarity with the homeless services and housing landscape in Washington, DC.
- Housing First approach.
- Spanish proficiency preferred.

Skills:

- Strong oral and written communication skills and sense of boundaries.
- Strong critical thinking and analytical skills.
- Microsoft Office Suite; to include Outlook, Word, Excel.

Abilities:

- Able to work closely with the DC Department of Human Services and CAHP leadership team.
- Ability to work as a member of a culturally diverse team.
- Ability to navigate DC via public transportation and on foot.

Experience

Experience:

- Experience working in services for homelessness, mental health, substance abuse, or HIV/AIDS.
- Experience with and active participation in the District's CAHP System.
- Experience providing supportive services to individuals experiencing homelessness, e.g., experience completing ACT referrals and SSI/SSDI applications.
- 3-5 years supervisory experience.

Education:

- Master's degree in a social service or social science discipline preferred.

- 3 years + experience program/project management
- 2 years + supervisory experience in demanding environment

Working Conditions:

- Must be able to lift and/or carry up to 20 lbs.
- Able to handle physically demanding work – to include but not limited to; standing and/or walking up to 5 hours per day in all types of weather.
- Valid driver’s license and ownership of a motor vehicle and able to provide proof of valid insurance.

Benefits

Miriam’s Kitchen is proud to offer comprehensive benefits that support the continued health and wellbeing of our team including: 100% employer-paid medical, dental, and vision insurance; generous medical coverage for dependents; 100% employer-paid short term disability, long term disability, and life insurance; employer retirement contributions; generous annual paid leave, and annual professional development funds for all full and part-time team members.

To Apply: Please submit your resume and cover letter to jobs@miriamskitchen.org with “Director of Outreach” in the subject line.

Miriam’s Kitchen values diversity in thought and experience and is committed to assembling a diverse workplace. People of color, people with lived experience in the issues MK works on, veterans, and LGBTQIA persons are strongly encouraged to apply.