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| Position | Director of Outreach | Classification | Exempt |
| Reports To | Clinical Director | | |
| Department | Outreach | Salary Range | \$60,000-\$70,000 |

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

As part of the District Homeless Action Project and operating within the Coordinated Assessment and Housing Placement (CAHP) System, the Outreach Program at Miriam's Kitchen will bolster city-wide efforts to expand outreach, administer assessments, provide housing match services, and support the housing process for high-priority people experiencing homelessness. The Outreach Program will collaborate with government and non-profit partners to provide critical community-based and client-driven services and reach the goal of ending chronic and veteran homelessness.

The Director of Outreach will partner closely with the District of Columbia Department of Behavioral Health and 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 at least sixty to ninety individuals exit homelessness each year. The Director of Outreach will lead a team of dedicated Outreach and Engagement Specialist who conduct outreach to sheltered and 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 Peer Outreach and Engagement Specialist and SOAR Specialist who will provide peer support services and help individuals apply for SSI/SSDI, respectively. 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, whether from CABHI teams or existing providers, such as CSAs, ACT teams, or DHS Coordinated Entry outreach providers. 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 ETO 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 a team of dedicated Outreach and Engagement Specialists, a SOAR Specialist, and Peer Outreach and Engagement Specialists to ensure that all high-priority people receive

intensive support with the housing process, and connections to mental health services, physical health services, and substance abuse treatment. Team members also provide support in applying for SSI/SSDI, Medicaid, food stamps, and other services as needed

- Partner and coordinate with the District of Columbia Department of Behavioral Health and CAHP leadership team to build the system's capacity for administering assessments and providing supportive housing services
- Lead efforts to assign dedicated Outreach and Engagement Specialists 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
- Attend DBH trainings as required
- Utilize HMIS and ETO 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. Mental health services, substance abuse services, Medicaid, food stamps, ACT services)
- Perform all other duties as assigned

QUALIFICATIONS

Knowledge, Skills and Abilities

- Ability to work closely with the DC Department of Behavioral Health and CAHP leadership team
- Enthusiastic about the Housing First approach
- Ability to work as a member of a culturally diverse team
- Strong communication skills
- Strong sense of boundaries
- Ability to navigate DC by car, foot, bike, and/or public transportation
- Strong interest in and commitment to ending chronic homelessness in DC
- An understanding of the structural and systemic causes of homelessness
- Comfort working with a diverse population with a variety of backgrounds and lived experiences

Experience

- Experience with and active participation in the District's CAHP System
- Familiarity with the homeless services and housing landscape in Washington, DC
- Master's degree in a social service or social science discipline and relevant supervisory experience preferred and/or 3-5 years of equivalent work/supervisor experience.
- Experience providing supportive services to individuals experiencing homelessness, e.g., experience completing ACT referrals and SSI/SSDI applications

Benefits:

Benefits include generous annual leave; fully covered health, dental, and vision insurance; 403(b) retirement plan with employer contributions; life insurance; short and long term disability insurance; and professional development funding.

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