



Outreach Advocate

Organization Summary

Community Hope Center, Inc.
2420 Old Vineland Road
Kissimmee, FL 34746

The Community Hope Center seeks to restore dignity and self-sufficiency through holistic care to those in our community. We practice a model of Self-Determined Success that empowers those we work with to identify what success and stability looks like in their current situation; then walk alongside them as they engage in the steps to reach their success. We offer a variety of programs that work with the chronically homeless, literally homeless families, and the working poor living in and out of motels.

Position Summary

The Outreach Advocate will serve as a member of our Outreach team, working collaboratively with community partners to move chronically homeless individuals and families into housing. The Outreach Advocate's primary job is to identify and reach out to homeless individuals living in Osceola County and to assist them in transitioning into housing and finding stability. The Outreach Advocate will be expected to work both in the field and in the office. The Outreach Advocate will conduct intakes and assessments using a prescreening tool and complete the "The Big 3" on all eligible individuals. Upon completion, the Outreach Advocate will submit referrals to the Coordinated Entry System (CES). The Outreach Advocate will be responsible for Navigation of clients assigned through CES.

Reports to: Outreach Manager

Salary: \$30,000 plus benefits

Responsibilities and Duties

- Develop trusting relationships with clients, with a focus on connecting individuals to community, health and mental health care and housing resources.
- Assist in the screening, assessment, and referrals of clients, including orientation to program policies, resources and goals.
- Collaborate with each client to develop their individual service plan; review and update the plan upon completion of goals.
- Travel to client's locations to provide outreach and navigation.
- Work cooperatively and cohesively with other members of the staff team, including participation in staff meetings, staff trainings, CHC events and Chronic Registry Meetings.
- Work cooperatively with partner organizations to ensure high level of care for clients.
- Attend continuing education trainings.
- Develop and maintain a complete, accurate, and current client file with all required documents.
- Assure that all client paperwork and data collection is complete and up-to-date in HMIS.



- Assure that all duties are properly tracked and recorded for grant reporting.
- Other duties as assigned.

Qualifications

- Bachelor's Degree
- Advanced communication and client service skills
- Ability to work both collaboratively and independently
- Demonstrated knowledge of case management best practices including motivational interviewing, and trauma informed care
- Bilingual (Spanish) Preferred
- Proficiency in Microsoft Office
- Detail oriented with strong time management and organizational skills
- Ability to sit or stand for extended periods of time
- Ability to move, lift, push, pull, and place objects weighing less than or equal to 10 pounds without assistance
- Able to pass a background check

Please send resumes to moreinfo@hope192.com