

CITY OF OCEANSIDE

NEW: MARCH 2026
JOB CODE: ADMINXXX
UNIT: MECO

HOMELESS OUTREACH COORDINATOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general supervision of the Homeless Services Manager, this position leads, plans, organizes, and coordinates the City's Housing-Focused Street Outreach (HFSO) efforts as part of the City's Homeless Evaluation, Assistance & Response Team (HEART). This position is responsible for field-based outreach, engagement, and housing-focused case navigation for individuals experiencing unsheltered homelessness, consistent with the nationally recognized Housing-Focused Street Outreach Framework and performs other related duties as required.

The intent of the **Homeless Evaluation, Assistance & Response Team (HEART)** is to establish a City-led, housing-focused outreach model that complements our contracted providers and ensures alignment with City programs, funding, and data requirements.

CLASS CHARACTERISTICS

This is the advanced journey-level class of the HEART Outreach Team. Positions at this level are distinguished from the Homeless Outreach Specialist and Assistant classes within the series by the level of responsibility assumed, leadership, supervision and program coordination duties including oversight of the HEART outreach program, including development of procedures, workflows, and performance standards.

EXAMPLES OF DUTIES - *Examples of duties performed by employees in this class may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.*

Leads coordinates, and oversees Oceanside's Housing-Focused Street Outreach program and field operations; implements the five core elements of the NAEH Housing-Focused Street Outreach Framework: data-informed decision-making, strategic collaboration, person-centered engagement, community health & safety, and housing-first pathways; develops policies, procedures, workflows, and crisis protocols for the HEART Outreach Team; oversees outreach planning, daily deployment, field routing, and prioritization of encampments and high-impact locations; coordinates with Interfaith to streamline referrals, Navigation Center placements, crisis housing pathways, and service matches; facilitates weekly case conferencing with community partners and internal stakeholders; conducts advanced, trauma-informed, culturally responsive outreach to individuals in encampments, vehicles, and public spaces; performs complex client engagement using problem-solving conversations, diversion/prevention strategies, and supportive listening; assists clients in obtaining essential documents (ID, birth certificate, Social Security card, income verification); completes housing readiness steps and CES assessments as required; provides warm handoffs to Interfaith Navigation Center, ECM providers, shelters, behavioral health teams, and medical partners; supports clients in reunification efforts, shared housing, and other housing opportunities consistent with Housing Problem Solving; oversees

accurate and timely HMIS entries for the HEART Team; monitors data quality, caseloads, performance metrics, and housing outcomes; prepares reports, memos, and presentations for the Homeless Services Manager, City leadership, and City Council; tracks outreach trends, demographic data, housing placements, and encampment engagement outcomes; implements safety protocols for the HEART team including field communication, environmental scanning, and crisis triage; collaborates with HOT, law enforcement, Fire/EMS, libraries, and parks to coordinate safe, housing-focused responses; ensures encampment engagement is conducted with dignity, communication, and consistency; participates in critical incident responses and coordinate support for high-acuity clients; represents the City in meetings with government agencies, providers, healthcare partners, faith communities, and local businesses; strengthens relationships with culturally specific and equity-focused organizations; conducts public outreach and education on homelessness services and HEART outreach operations; supervises, trains, mentors, schedules, and evaluates Outreach Specialists and support staff; provides in-field coaching on trauma-informed care, motivational interviewing, de-escalation, and housing navigation; assists in hiring, onboarding, and establishing training standards for new staff; participates in budget monitoring for outreach-related activities; assists in grant compliance, contract monitoring, and performance reporting prepares written correspondence, summaries, and documentation for leadership and partners and performs related duties as assigned.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time to successfully perform the assigned duties.

Knowledge of:

- Housing-Focused Street Outreach Framework best practices
- Trauma-informed engagement, motivational interviewing, and crisis de-escalation
- Homeless services systems, Coordinated Entry, and low-barrier shelters
- Federal, state, and local homeless services laws (including AB 362)
- Harm Reduction principles and Housing First philosophy
- Encampment response coordination and field safety
- Community resources, behavioral health systems, Medi-Cal/ECM, and benefit programs
- Principles of case management, documentation, and client confidentiality
- Principles of supervision, leadership, and training

Ability to:

- Lead and coordinate a housing-focused outreach program effectively
- Build rapport with individuals experiencing chronic homelessness
- Analyze data to inform outreach decisions and improve outcomes

- Conduct accurate, timely HMIS documentation
- Facilitate case conferencing and multidisciplinary communications
- Interpret complex laws, policies, and procedures
- Exercise independent judgment and creative problem-solving
- Maintain professionalism in fast-paced or crisis situations
- Communicate clearly in both written and verbal formats
- Mentor outreach staff and support their development

Experience and Training

Experience: Four (4) years of progressively responsible experience in homeless services, housing navigation, street outreach, behavioral health, crisis response, or related programs with at least two (2) years of direct experience working with unsheltered or high-acuity homeless populations. Two (2) years in a supervisory or lead capacity in a social services, outreach, or housing-focused program is preferred.

Training: A Bachelor's degree in Social Work, Human Services, Public Health, Public Administration, Psychology, or a related field. A Master's degree in MSW, MPA, MHA, MPH, MA in Psychology, or a related field is highly desirable.

License/Certificate:

- Possession of, or ability to obtain and maintain a valid California driver's license with a satisfactory driving record.
- CPR/First Aid Certification, Crisis Intervention, HMIS, and de-escalation techniques training is highly desirable.

Special Requirements:

- Must be available to work a variety of shifts, including early mornings, nights, and occasional weekends.
- Bilingual ability to read and speak in English/Spanish is highly desirable.
- Maintain open and positive relationships in the community with a diverse population.

WORKING CONDITIONS

Environmental Conditions: Indoor and outdoor environment with extensive fieldwork, including encampments, outdoor environments and client homes; exposure to weather, noise, and environmental hazards may occur; extensive public contact; exposure to computer screens.

Physical Conditions:

Essential functions may require maintaining physical ability and mobility necessary for: walking, bending, stooping, crouching, kneeling, twisting or standing; moderate or light lifting (up to 25 pounds); use of fingers, hands and arms for reaching, pushing, pulling; speaking and hearing to exchange information; visual acuity to read or observe and interpret information; and will be required to travel from site to site traveling to various work locations, activities, meetings and events outside of assigned work location.