

CITY OF OCEANSIDE

NEW: APRIL 2026
JOB CODE: ADMINXXX
UNIT: OCEA

HOMELESS OUTREACH ASSISTANT

*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 direction of the Homeless Outreach Coordinator, this position provides support to Oceanside's Housing-Focused Street Outreach (HEART) team through a combination of administrative work, basic outreach support, and lived-experience-informed engagement with individuals experiencing homelessness. This position acts as a bridge between the community and the City's homeless services, helping participants navigate resources, understand processes, and access services. The role emphasizes lived experience, cultural humility, and person-centered engagement. The Assistant supports field outreach, assists clients with completing documents, manages communication and referrals, and ensures smooth coordination between the HEART team, Navigation Center, and community partners 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 entry-level class of the HEART Outreach Team whose primary focus is on supportive tasks, engagement based on lived experience, administrative duties, and resource coordination rather than complex case management, assessments, or housing navigation of the Homeless Outreach Specialist.

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.*

Engages with individuals experiencing homelessness using empathy, cultural humility, and trauma-informed practices; uses lived experience to build rapport, reduce barriers, and support trust-based relationships; Assists clients with completing basic forms, gathering documentation, and preparing for appointments; provides follow-up reminders, appointment coordination, and transportation assistance as directed; serves as an advocate and support voice for individuals struggling to access services; participates in Housing-Focused Street Outreach activities with the HEART team; assists Outreach Specialists by providing basic needs items, supporting diversion conversations, and helping clients access immediate resources; helps identify urgent needs and bring concerns to the Outreach Coordinator for follow-up; supports community engagement efforts during encampment outreach, crisis responses, or resource events; assists with referrals to the Oceanside Navigation Center and provide warm connections to staff; helps clients understand shelter expectations, intake processes, and next steps; maintains communication with community partners (libraries, PATH, Interfaith, ECM providers) as assigned; serves as an initial point of contact for individuals calling or walking into the homeless services office; provides information on policies, procedures, and available resources; maintains logs, track outreach supplies, support data entry, and organize digital records; assists with preparing memos, scheduling meetings, managing calendars, and gathering data for reports; supports coordination

of events, outreach routes, and community partner meetings; maintains confidentiality and follows HIPAA and City guidelines; assists with annual counts, surveys, and community events and performs other related duties as assigned, and performs other 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:

- Homelessness systems, barriers, and lived experience perspectives
- Basic computer and office software (Word, Excel, email, databases)
- Trauma-informed and person-centered engagement
- Local homeless services, shelters, and referral pathways
- Basic administrative principles and recordkeeping
- Effective communication and customer service skills

Ability to:

- Build trust with individuals experiencing trauma, housing instability, and crisis
- Support participants with empathy and professional boundaries
- Communicate clearly and respectfully with diverse populations
- Assist in problem-solving using personal insight and structured guidance
- Maintain accurate logs, forms, and basic data entries
- Work collaboratively with the HEART team, community partners, and City staff
- Follow direction, manage time, and prioritize tasks effectively
- Maintain confidentiality and handle sensitive information
- Remain calm in stressful or fast-paced environments

Experience and Training

Experience: One (1) year of experience working in outreach/patient engagement, healthcare, case management and/or care coordination or a related field.

Training: A High School Diploma, GED or equivalent with related college coursework in social work, public health, science, behavioral health or related field is preferred.

License/Certificate:

- Possession of, or ability to obtain and maintain a valid California driver's license with a satisfactory driving record.
- Peer Support training, Trauma-Informed Care, or Motivational Interviewing is highly desirable.

Special Requirements:

- Bilingual ability to read and speak in English/Spanish is highly desirable.

WORKING CONDITIONS

Environmental Conditions: Indoor and outdoor environment with some fieldwork, including encampments and outdoor environments; 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.

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.

HOMELESS OUTREACH SPECIALIST

*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 Outreach Coordinator, this position conducts Housing-Focused Street Outreach to individuals experiencing unsheltered homelessness throughout Oceanside. This position engages individuals in encampments, vehicles, and public spaces using trauma-informed, person-centered best practices and works to quickly connect them to housing pathways, services, and resources consistent with the Housing-Focused Street Outreach Framework. This role focuses on street-based assessment, diversion, housing navigation, crisis response, and warm handoffs to the Interfaith Navigation Center and other community partners. Specialists build relationships, develop rapport, perform ongoing case management tasks, and support individuals through document readiness and connections to housing opportunities 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 journey-level class of the HEART Outreach Team whose primary focus is on direct client engagement, housing navigation and field outreach rather than program oversight or supervision.

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.*

Conducts daily mobile outreach to individuals living unsheltered in Oceanside, including encampments, sidewalks, vehicles, canyons, parks, libraries, and business districts; builds trust and rapport with individuals experiencing chronic homelessness using trauma-informed, culturally responsive, and person-centered practices; uses the HFSO Framework to guide engagement, data-informed approach, collaborative partnerships, person-centered engagement, community health & safety, and housing-first principles; engages individuals in problem-solving and diversion conversations to identify safe, immediate, or alternative housing options; assesses immediate need and triage individuals into appropriate services, including crisis housing, Navigation Center referral, medical care, behavioral health supports, and benefits enrollment; complete and update Navigation Center screening tools, diversion assessments, and other intake documents; assists clients with document readiness, including obtaining IDs, birth certificates, Social Security cards, income verification, and other housing documents; supports individuals in accessing housing pathways including reunification, shared housing, independent housing, crisis housing, and permanent housing programs; provides warm handoffs to Interfaith Navigation Center, PATH, ECM providers, and behavioral health partners; assists individuals in understanding eligibility requirements, preparing applications, and connecting to community resources; transports clients as needed to shelters, appointments, and service providers in City vehicles; coordinates daily with the Homeless Outreach Coordinator, HOT Team, Interfaith, Oceanside libraries, Parks & Recreation, Public Works, ECM providers, and other partners; attends multi-disciplinary case

conferencing and team meetings; serves as a liaison for clients with service providers, landlords, healthcare systems, and community organizations; participates in community education, resource navigation, and engagement events; follows outreach team safety procedures including environmental scanning, communication protocols, and de-escalation strategies; identifies individuals in crisis and coordinate appropriate emergency or urgent responses; assists in coordinated outreach efforts during encampment resolutions or community-driven health/safety responses; maintains accurate, timely documentation of all client interactions using HMIS (Clarity); enters case notes, assessments, referrals, and outcomes according to City standards; supports quarterly/annual reporting and program data needs; tracks client progress, housing steps, document readiness, and service linkages; maintains confidentiality in accordance with HIPAA, City policy, and client rights; maintains working knowledge of local, state, and federal homeless service resources and performs other 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:

- Evidence-based homeless outreach practices and the Housing-Focused Street Outreach Framework
- Trauma-informed engagement, harm reduction, crisis triage, and motivational interviewing
- Local supportive services, CES processes, crisis housing, and Navigation Center operations
- Benefits programs including CalFresh/EBT, SSI/SSA, Medi-Cal, and General Relief
- HUD definitions of homelessness, diversion practices, and low-barrier sheltering
- Fair housing principles and equal access requirements
- Community health and safety best practices related to unsheltered homelessness
- Documentation requirements, HMIS, and data standards
- Customer service, professionalism, and ethics

Ability to:

- Build trust with individuals with high barriers to housing
- Conduct skilled street outreach with patience, empathy, and cultural humility
- Identify safety considerations and respond appropriately in crisis situations
- Navigate difficult conversations and support complex behavioral health needs
- Work independently and as part of a multidisciplinary team
- Maintain detailed documentation in HMIS and internal tracking systems
- Transport participants safely and follow City policies

- Communicate clearly, respectfully, and professionally with clients and partners

Experience and Training

Experience: Three (3) years of experience in homeless outreach, housing navigation, behavioral health, crisis response, social services, or a closely related field.

Training: A Bachelor's degree in Social Work, Human Services, Counseling, Public Health, Public Administration, Psychology, or a related field.

OR

Experience: Five (5) years of experience in homeless outreach, housing navigation, behavioral health, crisis response, social services, or a closely related field.

Training: A High School Diploma, GED or equivalent with related college coursework is preferred.

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 de-escalation, HMIS, or Trauma-Informed Care 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.
- Experience working directly with individuals experiencing unsheltered homelessness is strongly preferred.
- Lived experience with homelessness, behavioral health challenges, system involvement, or housing instability is highly valued.

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.