

Unhoused Response Coordinator

SUMMARY/PURPOSE

To coordinate the City's response to unsheltered homelessness, in partnership with other City departments. To support the City's efforts to prevent, prepare for, and respond to persons who are experiencing unsheltered homelessness through the planning, coordination, and execution of various strategies. The position will be in the field administering direct response to homeless encampments and other persons experiencing unsheltered homelessness.

SUPERVISION RECEIVED

For both one-of-a-kind and repetitive tasks, the supervisor makes specific assignments that are accompanied by clear, detailed, and specific instructions. Incumbents work as instructed and consult with the supervisor.

SUPERVISION GIVEN

Does not supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Perform street outreach work, including interacting with persons experiencing unsheltered homelessness, making referrals to housing and shelter.
2. Coordinate the response to unsheltered homelessness among city departments, including Life Safety, Duluth Police Department, Parks Maintenance, and others that have a role in the City's homeless response system to identify and coordinate services that the City can directly provide to persons experiencing unsheltered homelessness, including outreach, health services and sanitation services.
3. Facilitate weekly meetings to increase communication and ensure caseloads are manageable and assist with any questions or training needs.
4. Work with homeless shelter providers, and other regional partners on unsheltered homeless response, to inform outreach coordination and outreach activities.
5. Prepare and present information related to data on unsheltered homelessness and street outreach outcomes.
6. Prepare and present education and community outreach related to opioid use and sharps disposal.
7. Coordinate community grant funding related to opioid education and clean-up.
8. Prepare relevant material for outreach presentations.
9. Represent the City in meetings about unsheltered homelessness with key stakeholders, including elected officials, staff from partner organizations, community members, and people with lived experience of homelessness.
10. Consult with other agencies as necessary for the enforcement of applicable ordinances and regulations relating to building, housing, and zoning.
11. Maintain complete and accurate records of all inspections and daily records of all activities, and prepare information for monthly reports.
12. Enforce regulations, ordinances, and codes regarding the accumulation of solid waste, rubbish and abandoned property including response to complaints and investigation.
13. Coordinate response to complaints concerning encampments to include scheduling cleanups.
14. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
15. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Associate's Degree in social work, human services, mental health services, affordable housing, or public policy or a related professional field and two (2) years of working with people experiencing homelessness or substance abuse; OR a minimum of four (4) years of related education and/or full-time, verifiable professional experience.
2. License Requirements
 - A. Possess and maintain a valid Minnesota Class D driver's license or privilege.
3. Knowledge Requirements
 - A. Knowledge or training in trauma informed service.
 - B. Knowledge of safe sharps disposal techniques.
 - C. Knowledge of problem solving and conflict resolution techniques.
 - D. Knowledge of applicable safety requirements.
 - E. Knowledge of, or the ability to learn, City policies and procedures.
4. Skill Requirements
 - A. Skill in conflict management and de-escalation.
 - B. Skill in interpreting and applying federal, state, and local policies, procedures, laws, and regulations.
 - C. Skill in organizing and setting priorities for a variety of projects and tasks in an effective and efficient manner to ensure meeting of deadlines.
 - D. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - E. Skill in managing one's own time.
 - F. Skill in completing assignments accurately and with attention to detail.
5. Ability Requirements
 - A. Ability to coordinate work of multiple city departments and external partners.
 - B. Ability to work respectfully with clients, coworkers, and key stakeholders who are diverse with respect to race, ethnicity, gender identity, sexual orientation, socio-economic status, religion, and disability status.
 - C. Ability to work both indoors and outdoors in a variety of settings.
 - D. Ability to use mobile devices and mobile applications.
 - E. Ability to provide effective training to others.
 - F. Ability to use initiative and independent judgment within established policies and procedural guidelines and exercise discretion in the absence of specific instructions.
 - G. Ability to adapt to changing technologies and learn functionality of new equipment and systems.
 - H. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - I. Ability to communicate and interact effectively with members of the public.
 - J. Ability to communicate effectively both orally and in writing.
 - K. Ability to understand and follow instructions.
 - L. Ability to problem-solve a variety of situations.
 - M. Ability to set priorities and complete assignments on time.
 - N. Ability to attend work as scheduled and/or required.

Physical Demands

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above.

Work Environment

The work environment involves moderate risks or discomforts requiring special safety precautions (e.g., working around moving parts, carts, or machines, or with contagious diseases or irritant chemicals). Employees may be required to use protective clothing or gear such as masks, gowns, coats, boots, goggles, gloves, or shields.

HR: HD	Union: Basic	EEOC:	CSB: 03/04/2025	Class No:
WC:	Pay: 30	EEOF:	CC:	Resolution: