



Homeless Liaison

Classification :

Non-Exempt

Position Type/ Work Schedule:

Full-time; Wednesday - Sunday 9a-6p

Salary Grade/Level/Range:

Based on experience

Reports directly to:

District Operations Manager

Job Summary/Objective:

Tampa's Downtown Homeless Liaisons provide outreach services and assist unhoused individuals within the Special Services District by facilitating communication, building rapport, providing aid and connecting such individuals to other organizations that can provide more comprehensive or long-term services, programs, and housing solutions.

Essential Job Duties

- Patrol assigned areas or areas of homelessness concentration.
- Engage and communicate with in-need individuals to build rapport and ascertain what services or materials they are in need of.
- Provide outreach to those open to aid. This may be in the form of hygiene, clothing, or meal distribution, connecting them with local services/programs, assisting with homeless verification or obtainment of personal identification, or coordination of transportation, among other forms of assistance.
- Work closely with Tampa Police Department's (TPD) Homeless Liaisons to monitor and address homeless issues and those in need of help.
- Monitor, update, and advise TPD on ongoing homeless issues, such as the location of homeless camps and / or ongoing issues with specific homeless individuals.
- Develop and maintain working relationships with social service agencies and resource providers; attend regular meetings of these agencies and share knowledge and mission with clients.
- Participate in annual Point-in-Time count (homeless census).
- Report interactions and aid via the Field app and Tampa Hillsborough Homeless Initiative's UNITY HMIS.
- Locate and report areas in need of service by the Clean Team.

Requirements

- Valid Driver's License
- Pass a background and drug test
- Insurable
- High School diploma or GED
- Experience or knowledge of community outreach and/or unhoused programs/services
- Excellent written and communication skills
- Excellent organizational skills
- Proficient with Microsoft Office programs
- Ability to build relationships with unhoused population

Competencies

- Strong ability to engage and connect with the public in a friendly and hospitable manner
- Ability to walk outdoors for entire shift
- Ability to work individually and as part of a team
- Ability to efficiently use technology
- Ability to follow instructions and retain information
- Strong verbal and written communication skills
- Strong customer service or hospitality skills
- Strong attention to detail

Preferred Skills and Experience

- Bilingual
- Knowledge of Downtown Tampa

Work Environment

While performing the duties of this job, the employee is regularly exposed to outdoor weather conditions, and vehicular, bike, and pedestrian traffic. The noise level in the work environment is usually moderate. May also be exposed to human and/or animal waste.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to have full range of mobility in upper and lower body; be able to reach overhead; be able to work in various positions, including stooping, standing, bending over, sitting, kneeling and squatting throughout the course of the work shift; be able to lift, pull and push materials and equipment to complete assigned job tasks; be able to frequently lift 50 pounds of weight throughout the assigned workday; be able to walk for long periods of time; and conform to the outdoor elements (heat, cold, rain or shine).

Expected Hours of Work

This position is available only as full-time.

Statement of Other Duties Disclaimer:

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of this position. Job duties may change at any time, with or without notice.