



City of Buena Park

Homeless Outreach Case Manager

SALARY	\$27.21 - \$33.08 Hourly	LOCATION	Buena Park, CA
JOB TYPE	Part-Time/Temporary/Seasonal (Non-Benefited)	JOB NUMBER	25-00019
DEPARTMENT	Community Services	DIVISION	Senior Center
OPENING DATE	03/18/2025		

JOB BULLETIN

ARE YOU READY TO MAKE A DIFFERENCE?

Are you interested in bettering communities and linking people to community resources? If you answered **"YES"**, this position may be for you!

The City of Buena Park is looking for eager individuals interested in joining the Community Services Department as a Homeless Outreach Case Manager. Are you able to work a flexible part-time schedule? Are you passionate about engaging with the community's unhoused community? Do you have experience with this population and possess a 'can-do' attitude? Join a small yet effective team that provides creative, comprehensive, and compassionate solutions to help our city's homeless community navigate life's barriers.

The Homeless Outreach Case Manger is responsible for assisting community residents and their families navigate and access community services. The position requires an adaptable, highly motivated, and proactive self-starter with strong interpersonal skills. The ideal candidate must be familiar and comfortable working with unhoused individuals, have knowledge of street culture, and demonstrate an ability to establish trusting and hopeful relationships with unhoused individuals. If you are ready to contribute to the community in this capacity, we want to meet you!

Applications will be accepted until the position is filled with a **first review date of Monday, April 7, 2025**. This recruitment may close at any time without notice once sufficient qualified application have been reviewed. Interested individuals are strongly encourages to apply early. The individual in this position must be comfortable driving a departmental van, is able to get-along with peers, is open to learning, and is able to work a flexible schedule between the hours of 7:00 a.m. to 5:00 p.m. Monday through Friday. Availability between the hours of 11:00 a.m. to 2:00 p.m. Monday through Friday is highly desirable.

GENERAL PURPOSE

Under general supervision, performs outreach and case management to individuals deemed homeless residents of the City of Buena Park; provides intervention services; assists in obtaining resources from community organizations in conjunction with local government agencies, law enforcement, and community stakeholders and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a part-time, non-benefited, position working approximately 20 hours per week. The Homeless Outreach Worker is differentiated from other Community Services program classifications by its work related to providing outreach, assessment of needs and case management to interested and in-need homeless citizens.

ESSENTIAL FUNCTIONS

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Establish and maintain effective and positive working relationships with clientele to provide paraprofessional counseling and case management services.
2. Develop and maintain relationships with various public and private service agencies, community groups and the faith-based community to obtain services for clients and stay abreast of new trends and practices in community outreach.
3. Assess client needs and characteristics.
4. Identify short-term and long-term needs, provide resources and referrals based on client needs and coordinate service delivery plans.
5. Assist police personnel in non-enforcement situations involving homeless clients and obtain appropriate care for clients.
6. Assist safety personnel with non-psychiatric emergencies such as transporting clients to substance abuse treatment.
7. May interface with hospital personnel regarding emergency services and recuperative care for homeless.
8. May perform other duties as assigned.

QUALIFICATIONS GUIDELINES

Knowledge of:

Homeless assistance services and programs; principles and techniques of interviewing and paraprofessional counseling; social services programs and available providers; networking approaches to identify client relevant support services; effective public relations and customer service techniques; modern office practices, methods and computer equipment and applications related to the work.

Ability to:

Establish and maintain positive working relationships with supervisors, co-workers, volunteers, diverse groups of participants dealing with homelessness, and the general public; communicate effectively with persons displaying psychological and substance-induced behaviors such as depression, anger and confusion; ability to communicate orally and in writing and sufficiently to secure information from clients, convey information on services available and make effective referrals to services needed; operate modern office equipment including computer and applicable and specialized software; document and record information electronically and in written format, maintain reports, logs and files and database; write clean and concise reports; work independently and use independent judgement and initiative.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Physical Demands

Work is performed indoors in an office environment and outdoors in the field. When work is performed outdoors and in the field there may be exposure to the elements as well as related health hazards to include blood and other bodily fluids/products and human borne parasites. An incumbent drives a vehicle on City business, sits for extended periods of time, uses a computer, keyboard and related equipment, stands, walks, reaches, bends, twists, kneels, reaches and grasps, and may lift and carry boxes of records weighing 30 pounds or less. When in the field, an incumbent may walk on slippery/uneven surfaces and slopes, crouch, twist, climb ladders and stairs and be exposed to construction materials and

dust. An incumbent must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Mental Demands

While performing the duties of this class, the employee is regularly required to use oral and written communication skills; read and interpret data; thoroughly analyze and solve problems; exercise sound judgment in the absence of specific guidelines; use math and mathematical reasoning; establish priorities and work on multiple assignments and cases concurrently; meet intense and changing deadlines given interruptions; interact appropriately with staff, management, health and welfare agencies, nonprofit/community based organizations, public and private representatives, the general public including persons experiencing homelessness, housing groups, committees, other public agencies and others in the course of work.

WORK ENVIRONMENT

Employees work partially in office conditions where the noise level is usually quiet, at or below 85 decibels levels, and partially work in the field and are occasionally exposed to loud noise levels, subject to heat and variable weather conditions, road hazards, vibration, and hazardous physical substances and fumes. While conducting outreach, employee will be required to work in areas inhabited by homeless persons, to include working in dirty environments and dealing with a variety of situations and challenging individuals.

EDUCATION/TRAINING/EXPERIENCE

Any combination of training an experience, which would provide the required knowledge, skills and abilities is considered qualifying. A typical way to obtain the required qualifications is: Graduation from an accredited four-year college or university with major coursework in psychology, counseling, human services, social work or a closely related field and three years of experience in a related field.

LICENSES/CERTIFICATES/SPECIAL REQUIREMENTS

Valid and appropriate Class C California Driver License, acceptable driving record at time of appointment and throughout employment in this position, and evidence of insurability. Employees in this classification will be enrolled in the Department of Motor Vehicles Pull Notice Program.

Must be able to work a flexible schedule to accommodate City needs.

California Government Code §3100 - 3109 requires that all public employees are to be declared disaster service workers and shall take and subscribe to the related oath or affirmation as required.

APPLICANT INFORMATION/EXAM WEIGHT

Applicants must submit a City application online through the Human Resources Department web page at www.buenapark.com/hr. Applications may be accompanied by a resume describing experience, education, and training in relation to the requirements of the position, however, resumes will not be accepted in lieu of a completed City employment application.

All applications will be reviewed and only those candidates determined to be **most qualified** on the basis of experience and education, as submitted, will be invited to participate in the selection process. The selection process may include but is not limited to an oral interview and/or written exams and oral presentations. Successful candidates will be placed on the employment eligible list from which hires may be made. An eligible list is valid for up to one year unless exhausted sooner.

The City of Buena Park is an Equal Opportunity employer and does not discriminate on the basis of race, color, creed, ancestry, national origin, gender, marital status, sexual orientation, religion, age, veteran status or disability.

Americans with Disabilities:

Applicants with disabilities who require special testing arrangements must contact Human Resources. If you have a disability for which you require an accommodation, please contact Human Resources at (714) 562-3515 no later than 5 business days before the test date.

Fingerprinting:

Applicants who are selected for hire are fingerprinted during the pre-placement processing period. All fingerprints will be processed with the Department of Justice to verify criminal records or absence thereof.

Physical Examination:

A conditional offer of employment is based upon the successful completion of a pre-placement medical exam to determine a candidate's fitness to perform the essential functions of the position. Physicals are performed by the City's designated physician at the City's expense and may include a drug and alcohol screening.

Employer

City of Buena Park

Address

6650 Beach Boulevard

Buena Park, California, 90621

Phone

714-562-3515

Website

<http://www.buenapark.com/HR>

Homeless Outreach Case Manager Supplemental Questionnaire

***QUESTION 1**

To better evaluate your qualifications for this position, responses to this supplemental questionnaire are required. The information you provide will be used to determine your eligibility to continue in the selection process. An incomplete and inaccurate application may lead to disqualification. It is your responsibility to fill out the application thoroughly and accurately. Resumes will not be accepted instead of completing these questions. Please provide concise, descriptive, and detailed information when answering the questions. If you do not have experience, please write "NONE". NOTE: 'See resume', 'See above', or copy and paste of your resume are not considered qualifying responses and will not be considered when evaluating your qualifications.

I acknowledge receipt of this information and understand the instructions.

***QUESTION 2**

What is your highest level of education completed?

- No Diploma
- High School or G.E.D.
- Some College - 59 units or less
- Some College - more than 60 units

- Associate's Degree
- Bachelor's Degree
- Master's Degree

***QUESTION 3**

Do you have a valid California class C driver's license, acceptable driving record, and evidence of insurance?

- Yes
- No

***QUESTION 4**

This assignment has flexible work hours between 7 a.m. to 6:00 p.m. Monday - Friday. Please list the days/hours that you are available to work.

***QUESTION 5**

Do you have any bilingual ability? If so, please list the language that you can speak proficiently, besides English?

***QUESTION 6**

How many years of experience do you have in psychology, counseling, human services, case management, and/or social work.

- No Experience
- 6 months to less than 1 year
- 1 to less than 2 years of experience
- 2 to less than 3 years experience
- 3 to less than 4 years experience
- 4 to less than 5 years experience
- 5 or more years experience

***QUESTION 7**

Describe your experience working with homeless populations as well as your experience working with Orange County agencies (if any).

***QUESTION 8**

Please tell us why you want to work for the City of Buena Park.

QUESTION 9

Do you understand that this is a Part-time (non-benefitted) position?

- Yes
- No

*** Required Question**