

## Position Summary

The AmeriCorps member will support homelessness response efforts by assisting the Homeless Services Manager at the United Way of Greater Kingsport. This position plays a critical role in implementing principles in assisting individuals and families experiencing homelessness through coordinated entry, outreach, prevention, and supportive services.

The Homeless Services Assistant supports frontline operations while gaining hands-on experience in homeless services, social work, and community-based systems of care. This service opportunity is designed to build workforce capacity for local service providers and develop emerging professionals committed to ending and preventing homelessness.

If you are ready to make a difference in your community, **send resume and cover letter to [resumes@uwaykpt.org](mailto:resumes@uwaykpt.org)**. This is a full-time, in-office position.

## Essential Duties & Responsibilities

### Direct Assistance & Outreach

- Conduct Coordinated Entry (CE) intakes with individuals and families experiencing homelessness
- Engage with unsheltered individuals through street and event outreach in collaboration with coalition member agencies.
- Provide peer support and assist participants in accessing supportive services and referrals
- Working collaboratively with local shelters support shelter assistance efforts, which could include overnight, cooling, emergency, transitional, and permanent supportive housing programs
- Assist with community kitchens, food pantries, and clothing closets to get knowledge base of services.

### Administrative & Office Support

- Answer incoming phone calls and direct callers to appropriate advocates, programs, or community resources
- Maintain accurate client data, referrals, and documentation in accordance with confidentiality requirements
- Assist with data collection, reporting, and basic business writing
- Perform clerical tasks including filing, copying, typing, and maintaining referral and resource information

## **Community Collaboration, Prevention & Special Projects**

- Collaborate with local shelters and homelessness-serving organizations in Kingsport to coordinate services, share resources, and support individuals and families experiencing homelessness
- Support homelessness prevention efforts by working with schools, hotels, and other community partners to identify and assist households at risk of housing instability
- Build and maintain relationships with food banks and meal providers to improve access to food resources for program participants
- Partner with the ETSU Street Medicine Team to support outreach, referrals, and care coordination for unsheltered individuals
- Participate in special projects and system-building initiatives that strengthen the local homelessness response system and address emerging community needs

## **Community Engagement & Training**

- Represent program goals and services to the public in a professional, respectful, and trauma-informed manner
- Attend required training and in-service sessions to strengthen knowledge of homelessness response systems and best practices
- Participate in regularly scheduled Kingsport Homeless Coalition meetings
- Support other homelessness response activities as assigned

## **Service Environment & Expectations**

- Ability to work with vulnerable populations in both office and community-based settings
- Unsupervised contact with program participants and access to confidential information
- Capacity to manage stress, adapt to change, and shift between program areas as needed
- Ability to manage one's schedule, prioritize tasks, and work independently
- Other duties may be assigned as organizational needs evolve