



JOB DESCRIPTION

Position Title	Department	Reports to
Street Outreach Coordinator	Social Work	Director of Social Work
Employment Status	FLSA Status	Effective Date
☐ Temporary ☒ Full-Time ☐ Part-Time	Non-Exempt	September 2026

ABOUT HOUSE OF MERCY

Founded in 1985, House of Mercy is an emergency homeless shelter for adults, open 24/7, 365 days a year. Known as a low-barrier shelter for individuals experiencing chronic homelessness, House of Mercy strives to offer hope, healing, compassion, and safety in a supportive community. In addition to overnight shelter, services include meals, laundry, transportation, social work, crisis intervention, information and referral, and basic needs. House of Mercy partners with several agencies that provide additional services, on and off-site. These include healthcare, behavioral health, housing and legal services, and art therapy.

POSITION SUMMARY

The House of Mercy Street Outreach Coordinator will work directly with the HoM Street Outreach team to provide a wraparound or closed loop experience for program participants. The coordinator will spend 3 days a week off site targeting areas of the County's underserved homeless. This position will work closely with HoM team members to provide individualized living plan's for participants. The position will collaborate with various stakeholders and with community providers from intake to exit and beyond. This is a full-time position that requires a flexible schedule, including availability for evening and weekend hours.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Provide compassionate, patient, and dignified service to men and women in extreme poverty and/or homelessness, many of whom manage mental illness and/or suffer from addiction to drugs and alcohol.
- Identify underserved street outreach efforts in Monroe County
- Maintain clear professional boundaries in all interactions
- Provide effective supervision, guidance, and support to outreach staff in collaboration with the Director of Social Work, fostering team development and accountability
- Willing and able to conduct outreach alongside team members in all weather conditions and seasons
- Establish relationships with community partners and providers. This approach will be characterized by five distinct core elements:
 1. Data and Impact Analysis to Inform Decision Making
 2. Strategic Collaboration and Partnerships
 3. Person-Centered Engagement
 4. Promotion of Community Health and Safety
 5. Housing Focused Approach

- Assess and identify potential program participants. Complete data entry into HMIS and Mission Tracker Platforms. Place on Prioritization list accordingly. Connect with care management services for support and collaboration
- Participate in weekly team meetings with Street Outreach Department
- Contact with program participants will be twice a week
- Troubleshoot immediate issues to be addressed related to direct service to participants and advocacy for assisting in scheduling appointments, arranging transportation needs, completing applications and referrals for financial assistance, housing, medical, mental health, substance abuse and other resources
- Willing and able to engage and collaborate with various street outreach initiatives, including PCHO and HOT as well as the Rochester Police Department and other community-based organizations to coordinate services, strengthen community partnerships, and support individuals experiencing homelessness
- Maintains clear professional boundaries in all interactions
- Willing and able to conduct outreach alongside team members in homeless encampments and other outdoor settings in all weather conditions and seasons

QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Bachelor's degree in Social Work, Human Services, Psychology, Sociology, Public Health, or a related field required
- 2–4 years of experience in homeless outreach, case management, or related social service roles required
- Valid NY Driver License required
- Experience working with vulnerable populations, including individuals with mental illness, substance use disorders, or trauma histories
- Knowledge of the causes, challenges, and systemic issues related to homelessness
- Familiarity with harm reduction, and trauma-informed care models
- Knowledge of local housing resources, shelters, behavioral health services, and public benefits
- Awareness of relevant laws and regulations
- Understanding of and sensitivity to diverse backgrounds and marginalized communities
- Strong verbal and written communication skills
- Ability to engage with individuals in crisis with empathy and professionalism
- Ability to build trust and rapport with individuals experiencing homelessness
- Conflict resolution and de-escalation skills
- Strong time management and multitasking skills
- Experience in coordinating services across multiple agencies
- Proficiency with case management software, Microsoft Office, Excel and HMIS
- Other duties as assigned

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The shelter operates 24/7 and welcomes all to its services, including homeless, substance and violence abuse, and impoverished people. It can be stressful and emotional for all involved. The work itself demands compassion at the individual level and diligence regarding the personal security of all. Physical demands may include moving bedding, supplies, furniture, etc.

Compensation: \$22.00 – \$24.00 per hour, commensurate with experience



House of Mercy is an Equal Opportunity Employer, drug-free workplace, and complies with ADA regulations as applicable.