



HI County Homeless Engagement Hui Lead

Job Title: HI County Homeless Engagement Hui Lead
Reports To: Director of Community Engagement
FLSA Status: Exempt
Created On: November 2024

Position Summary:

Under the Supervision of the Director of Community Engagement or assigned designee, the HI County Homeless Engagement Hui Lead is responsible for overseeing and coordinating the collaborative efforts of various non-profits, businesses, volunteers, and other stakeholders dedicated to serving the unsheltered population in HI County. This position involves training agencies and volunteers, conducting weekly meetings, maintaining outreach schedules, and serving as the primary contact for the HI County Homeless Engagement Hui. The Homeless Engagement Hui Lead will oversee the Information Management Specialist to ensure data accuracy, effective participant registration, and data reporting through a shared database system.

Essential Duties & Responsibilities include the following:

- Oversee the operations of the HI County Homeless Engagement Hui, ensuring effective collaboration among participating agencies and volunteers.
- Coordinate county-wide efforts to address homeless encampments and other identified urgent needs.
- Provide direct supervision of the Information Management Specialist to manage the shared database system, ensuring data accuracy and timely reports.
- Serve as the primary point of contact for all stakeholders, facilitating communication and addressing inquiries related to the HCHE Hui's activities.
- Develop and implement training programs for participating agencies and volunteers focused on outreach collaboration, database usage, and best practices for engaging with the unsheltered population.
- Conduct weekly meetings to review outreach efforts, share updates, and address challenges faced by the HCHE Hui and its members.
- Maintain and oversee an outreach schedule that maximizes resource allocation and ensures consistent and effective engagement with the unsheltered community.
- Advocate for the needs and rights of the unsheltered population, ensuring their voices are heard in community discussions and planning.
- Foster relationships with various stakeholders, including government agencies, community organizations, businesses, and volunteers to enhance the initiative's impact.
- Demonstrate proficiency in establishing clear, respectful, and constructive communication with participants, staff, and community members, recognizing that effective communication is essential for building trust, fostering positive relationships, and promoting collaboration to achieve shared goals and enhance engagement in this role.
- Submit reports to the County concerning the compliance and involvement of necessary agencies.



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- Utilize a housing-first, strengths-based, and trauma informed approach in all aspects of this position.
 - Other duties as assigned.

General Expectations and Responsibilities:

- Collaborate with community agencies, members, and organizations to become familiar with the services they offer.
- Maintain a professional and respectful disposition at all times.
- Deliver all services with a high level of customer focus and service in accordance with training, NPP policies and procedures, program requirements, and direction from leadership.
- Engage in active listening and use clear communication and verbal skills.
- Document all pertinent data and information regarding work with individuals, agencies, and other community members promptly in accordance with company requirements.
- Participate in organization planning.
- Attend staff meetings and trainings
- Attend community meetings as directed.
- Update shared calendar to reflect activities, meetings, and general schedule.
- Participate in special grant projects and other assigned duties as directed.

Supervisory Responsibilities:

The HI County Homeless Engagement Hui Lead will directly supervise the Information Management Specialist. The HI County Homeless Engagement Hui Lead will provide bi-weekly one-on-one coaching supervision to maintain an open line of communication and ensure alignment with organizational goals, provide performance feedback and offer support and guidance. They will also conduct weekly Team Meetings and Leadership Team Meetings where staff concerns will be addressed. The HI County Homeless Engagement Hui Lead will be responsible for staff performance evaluations.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Car Use:

The position may require operating a company vehicle and/or personal vehicle to transport goods or personnel to various locations as needed. A valid driver's license and a clean driving record are essential for this role.

Education and/or Experience:

Preferred: Associate Degree or higher.

Required: High School Diploma or equivalent, along with at least 1 year of experience in Program Coordination, Community Outreach, or Training & Development.



Skills and Knowledge:

- Excellent computer literacy and knowledge of Microsoft Suite, Google Docs, and Google Sheets.
- Knowledge of available community resources.
- Ability to handle multiple tasks and adhere to deadlines.
- Proven organizational and planning skills.
- Ability to work as part of a team and maintain flexibility around task assignments.
- Ability to establish, recognize, and adhere to appropriate professional boundaries.

Other Requirements:

- Valid Hawaii driver's license and no-fault car insurance.
- Resident of Puna/East Hawaii Community area preferred.
- Criminal Record and/or DHS-CWS background check
- Participate in the upkeep of office and general cleanliness of workspace

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The employee is frequently required to stand; walk; sit; climb or balance and taste or smell. There will be frequent requirements to drive and/or walk on unpaved roads. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. This job's specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment:

The work environment characteristics described here represent those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly exposed to wet and/or humid conditions and outside weather conditions. The employee is frequently exposed to fumes or airborne particles and extreme heat. The employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually loud.

Neighborhood Place of Puna's Homeless Engagement Team provides support to individuals and families experiencing homelessness and other challenging circumstances. It is not uncommon to see, engage, or be confronted with the following: violence and threats of violence; profane, racists and/or sexist



NEIGHBORHOOD PLACE OF PUNA

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language; bodily fluids; conflict; interactions with First Responders; alcohol and other street drugs; cigarette smoke; death of service participants; nudity of service participants; people involved with sex work; people involved in the drug trade; persons used against their consent, will or knowledge; people in conflict with the law; and/or other situations that may be unsettling. Measures are taken to train staff to deal with these situations appropriately.