



DEPARTMENT NOTICE

23-097

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Position Opening: Homeless Outreach Officer – Healthy Streets Operations Center (HSOC)

The Healthy Streets Operation Center (HSOC) is currently accepting applications from officers for an assignment within the unit. HSOC members work on a citywide basis and assume a number of different responsibilities on behalf of the Department.

This Department Notice and interview process will be used to fill HSOC openings in the next 6 months.

Duties include but are not limited to:

- Assisting and collaborating with city employees, namely the Department of Emergency Management (DEM), the Department of Public Works (DPW), the Department of Homelessness & Supportive Housing (DHS), the Department of Public Health (DPH), and related homeless response resources.
- Responding to calls for service to address encampments and related homeless and quality of life issues, meeting or seeking encounters with homeless individuals, meeting with and responding proactively to citizens and community members regarding the same.
- Becoming familiar with the various resources available in the City for homeless individuals, exercising independent judgment on how to best deploy and coordinate resources; and
- Taking initiative-taking, appropriate enforcement action in keeping with Department policy and applicable law in respect to illegal encampments and quality of life issues.

Work Schedule:

The HSOC Officer will work:

- Day shift: (0600-1600), Monday – Thursday
- Must be willing to work some Fridays, weekends, overtime, have their schedule adjusted, and extended hours if necessary.

Minimum Qualifications:

*Minimum qualifications must be met by the application deadline, unless otherwise stated.

- Hold the rank of Officer.
- Must have completed probation as an Officer.
- Must have two years of experience with the SFPD at the rank of Q2 calculated from completion of probation.

Additional desirable qualifications include but are not limited to:

- Excellent interpersonal skills, including the ability to work cooperatively with co-workers, other Department units, outside agencies, and with social services providers.
- Members should be able to work well with the homeless community.