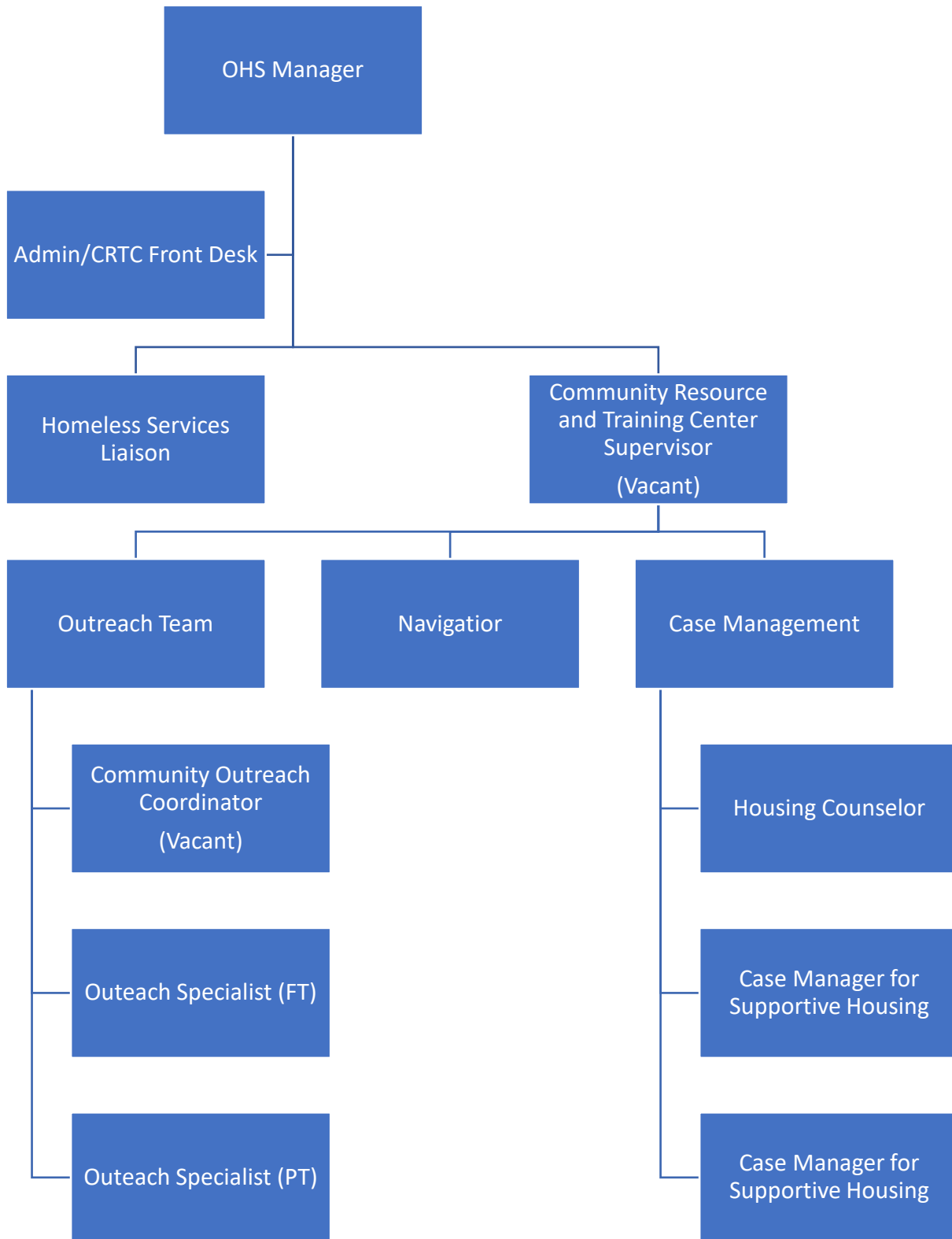




Department of Neighborhood and Community Services:

Office of Homeless Services



Office of Homeless Services (OHS) & Community Resource and Training Center (CRTC)

Department of Neighborhood and Community Services (DNCS)

Team Roles & Responsibilities

◆ What is the Office of Homeless Services (OHS)?

OHS leads the City of Richmond's efforts to reduce homelessness through coordinated service delivery, contract management, and cross-agency partnerships. It manages system navigation, shelter access, vendor oversight, and housing-focused strategies.

◆ What is the Community Resource and Training Center (CRTC)?

The CRTC is a low-barrier, trauma-informed hub operated by OHS. It offers walk-in services, outreach, and case management to individuals experiencing or at risk of homelessness. The CRTC is the City's frontline engagement and service delivery site.

◆ OHS–CRTC Relationship

OHS provides citywide leadership, funding oversight, and system coordination. The CRTC operates as the hands-on, service-centered extension of OHS, staffed by a multidisciplinary team that delivers direct support to residents.

Team Roles & Responsibilities

Homeless Services Manager

Directs all OHS and CRTC operations. Oversees strategy, staff, and internal/external contracts. Ensures service integration, compliance, and effective coordination with shelter and housing systems.

Supervisor, Community Resource and Training Center

Manages daily CRTC functions. Supervises case managers, outreach staff, and the housing counselor. Oversees client engagement, team performance, and quality assurance.

Homeless Services Liaison

Handles logistics and operational coordination for the CRTC. Manages supplies, supports hotel/shelter processes, and bridges internal communication across roles.

Administrative Assistant

Provides front desk and administrative support. Manages scheduling, procurement, documentation, and visitor intake for the CRTC.

Community Outreach Coordinator

Manages external partnerships and provider coordination at the CRTC. Leads volunteer engagement, special events, and collaboration with the Office of Neighborhood Engagement.

Case Managers (2)

Maintain existing caseloads in partnership with Virginia Supportive Housing (VSH). Deliver intensive, housing-focused case management, support long-term stabilization, and ensure coordination between VSH and city services.

Housing Counselor (also serves as Case Manager)

Provides housing navigation and placement support. Assists with applications, landlord engagement, and removing barriers to housing. Also supports general case management functions.

Outreach Workers (1 FT, 1 PT)

Conduct field-based outreach to unsheltered individuals. Build trust, assess needs, distribute supplies, and connect residents to the CRTC and other services.