

POSITION DESCRIPTION

Position: Outreach Specialist
Program: X Street Navigation Center
Reports to: Shelter Director
Status: Non-exempt
Date: 8/2021

POSITION SUMMARY:

The Outreach Specialist is responsible for assuring quality service in a safe, non-judgmental manner to all program participants compassionately and professionally as it relates to the specific program objectives. Objectives include supportive interaction with program participants and team members, assessment of participant's needs, supporting the safety and the integrity of all residents, delivering targeted outreach efforts to enhance and expand the continuity of services, and performance of all work duties as required. Work is performed in a cost effective and service-oriented manner as it relates to established organizational standards.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
 - 1. Identify unsheltered homeless individuals in the Oak Park Vicinity through direct street outreach
 - 2. Collaborate with partner agencies to get referrals for vulnerable, unsheltered individuals
 - 3. Develop safe and trusting relationships with unsheltered individuals through a client centered lens
 - 4. Administer assessment tool to evaluate vulnerability of individuals
 - 5. Assist individual to enter shelter
 - 6. Connected unsheltered individuals with other service resources as necessary for harm reduction
 - 7. Coordinate care of clients.

- B. Responsible for all areas of daily program maintenance in compliance with company policies.
 - 1. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
 - 2. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
 - 3. Communicate with on-site program staff, Shelter Director, service providers and external county/state/city program representatives as required.
 - 4. Direct available resources as required.
 - 5. Comprehend and adhere to ethical standards, program philosophy guidelines, and confidentiality laws.

- C. Responsible for the assistance of training and development of new staff.
 - 1. Assist Shelter Director in department orientation and training of new employees as requested to assure quality work outcomes.
 - 2. Identify appropriate ongoing training for both new and existing staff and report needs to management.
 - 3. Serve as part of the program development team by providing information and support for the development of quality operations.

- D. Responsible for self-development

1. Continually learn and enhance technical and interpersonal skills.
2. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.
3. Has basic understanding of severe mental health, physical health and substance use issues and symptoms.
4. Willingness to utilize evidence based best practices in daily work, including Harm Reduction, Motivational Interviewing and Trauma Informed Practices.

EQUIVALENT EDUCATION AND EXPERIENCE:

This position requires a Bachelor's Degree in social work or a related field. Four years of experience in case management may substitute for degree requirement. Must have experience working with the homeless population and CAC/CADC or experience working in alcohol/drug recovery programs. Must have a working knowledge of property management, fair housing laws, and credit statements. This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, young adults, minorities, and persons with disabilities as well as lived experience as a homeless individual. 2+ years of social services experience. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary. A current valid California driver's license and ability to meet organization's insurance carrier guidelines are required.

SPECIFIC SKILLS REQUIRED:

Teamwork skills
Strong oral and written communication skills
Ability to de-escalate crisis situations
Organizational skills
Analytical and decision making ability

PHYSICAL REQUIREMENTS

This position requires the incumbent to be able to move quickly, walk frequently, run when necessary and work in inclement weather conditions.

- Walking on uneven surfaces up to 6-7 hours per day
- Lift and move up to 25 pounds
- Physically able to safely maneuver weight distribution of a client in an emergency situation
- Stand, walk, run, bend, stoop, and sit frequently
- Kneel occasionally
- Climb stairs where programs have more than one level
- Be able to maneuver quickly in emergency situations to assist clients as needed

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the Program Director or designated lead. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and partner agencies, and clients. The Outreach Specialist is responsible for promoting company image and adhering to company practices and procedures, while establishing

and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

This Outreach Specialist job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed _____