

Haven House Services Job Description

Job Title: Outreach Specialist
Department: Crisis and Homeless Services
Reports To: Outreach Coordinator
FLSA Status: Non-Exempt
Last Reviewed: 10/3/17

SUMMARY

Advocate for and support youth who are homeless and/or street dependent and provide appropriate guidance and unconditional support to help them sustain a more stable lifestyle.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Planning and performing street outreach activities to engage street dependent youth and provide them with gateway services. Planning and performing community events and public awareness activities to educate the community about the needs of street dependent youth and how to connect them to the Street Outreach program.
- Responds to crisis calls and monitors and assists youth participants in the program. .
- Provides case management services to youth participants, to include connecting youth to appropriate services, referrals, resources and benefits that will promote independent living.
- Builds trusting relationships to assist youth in leaving the streets.
- Plans, teaches and facilitates life skills classes, including curriculum development as needed.
- Administers assessments to youth participants and partners with them in establishing goals.
- Assists with maintaining and updating data tracking in client files and required grants/reports in a timely and accurate manner (i.e. HMIS, Kaleidacare, and City of Raleigh).
- Develops and maintains working relationships with community agencies to ensure engagement of target populations.
- Participates in community groups that work with homeless populations in order to network and disseminate program information.
- Assists in identifying potential youth to serve in the Transitional Living Program
- Completes all required trainings.
- Participates in agency outreach and fundraising events.
- Demonstrates a willingness to assist in other agency programs as needed.
- Acts as a custodian and demonstrates responsible and ethical use of agency property and facilities.
- Displays sensitivity to the service population's cultural and socioeconomic characteristics.
- Strives to embody the agency's Code of Ethics while working towards the agency's Mission.
- Learns and demonstrates Agency-wide Competencies including the areas of consumer and community relationships, continuous individual and agency-wide improvement, vision and purpose, respect and teamwork and positive leadership.
- Learns, develops, and models Positive Youth Development core competencies resulting in capacity to contribute to the mission of Haven House Services and be a resource to our youth and families, other partner organizations, and our community
- Other duties as assigned

SUPERVISORY RESPONSIBILITIES: None

EDUCATION and/or EXPERIENCE:

Bachelor's degree in a human service field from an accredited institution. Two years of related experience and/or training with at-risk youth and/or the runaway and homeless youth population. Knowledge of local community resources, experience with client documentation and file management.

Physical Demands/Working Conditions:

- Exposure to outside weather conditions
- Potential exposure to bloodborne and/or airborne pathogens
- Occasional evening and weekend hours required

Other Requirements:

- Valid North Carolina Driver's License and satisfactory driving record
- Current and valid proof of car insurance
- Acceptable background report
- Negative drug screen

Supervisor

Date

Employee

Date