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www.jacksonstreet.org

POSITION: Street Outreach Worker

PURPOSE: To work directly with homeless, runaway, or otherwise vulnerable youth and young adults; providing harm reduction and support to successfully exit from street life, provide leadership and support at youth service center and drop-in centers; implement street outreach and prevention groups, maintaining street outreach team(s) in the three-county region.

QUALIFICATIONS: Some combination of relevant college courses and work experience in human services or related fields and/or with vulnerable youth populations. Experience working with community partners and social services agencies. An understanding and knowledge of adolescent development, evidence-based practices, and solution focused case management approaches to address objectives. Maintain an ability to work effectively both independently and as a member of a collaborative team. Demonstrate cultural sensitivity and ability to work with people from diverse cultural backgrounds, maintain confidentiality, engage in respectful and collaborative problem solving, and present with a professional appearance appropriate to the position. Must be able to pass a criminal history check, be an approved driver, and be able to make at least a one-year commitment to the position. An applicant who is bi-lingual/bi-cultural or a One Circle facilitator is preferred.

RESPONSIBILITIES:

General/Administrative-

- Maintain working relationships with colleagues, program partners, volunteers, and student interns
- Be a role model for other staff, volunteers, interns, and youth, in terms of behavior, communication, conflict resolution, problem-solving, boundaries, etc.
- Assist in training and supervision of interns and volunteers
- Maintain professional boundaries with all Jackson Street training volunteers and interns. Support with the coordinating and matching volunteers to youth and projects in various services within the outreach team
- Maintain knowledge and understanding of organizational continuum of care
- Make appropriate referrals to internal shelter and housing programs, case management, mental health, and life skills services
- Assist in connecting youth to organizational services or other brief contact services, using harm reduction best practices
- Provide access to basic need resources and referrals for community services
- Conduct crisis intervention and collaborative problem solving, as needed
- Complete FoodShare orders, pick-ups, and organization

- Maintain youth social media presence and communications, including creating and managing regularly scheduled posts
- Assist with community presentations, booths, and events
- Facilitate One Circle groups within the organization and community
- Be an active member of the Overnight Shelter relief team to provide coverage, as needed
- Maintain and implement all Jackson Street policies, procedures, and Memoranda of Understanding/Contracts
- Maintain records and statistics in accordance with Jackson Street standards
- Attend required meetings (internal and external)
- Participate in training and professional development activities
- Meet with supervisor, the Outreach Program Manager, as directed
- Perform other duties and assist in projects as directed

Street Outreach-

- Engage in the surrounding communities to build relationships and understanding of local culture, geography, demographics, needs, and economic conditions
- Maintain and implement structure of street teams, providing a consistent presence on the street in our three counties, during days, evenings, and weekends
- Maintain, organize, and restock outreach areas on our Overnight Shelter sites (snack bags, food boxes, outreach carts and pantries)

Youth Service Center and Drop-In Centers-

- Provide direct supervision to youth population accessing day services
- Provide activity implementation to youth
- Stock and maintain resource areas
- Maintain pop-up drop-in equipment and supplies; implement on street
- Maintain, organize, and restock outreach areas on Overnight Shelter sites (snack bags, food boxes, outreach carts and pantries)
- Maintain physical appearance of sites
- Implement and run open hours at our drop-in center locations

PAY & BENEFITS: Pay starts at **\$19.24 per hour** (with a \$0.50/hour increase if Spanish/English bilingual). Benefits include paid time off and holidays, Medical Insurance with substantial employer subsidy, voluntary vision and dental plans, Employee match Retirement plan, Employee Assistance Program (EAP), Wellness Coaching and discounted Verizon Wireless personal phone service.

Street Outreach Workers report directly to the Outreach Assistant Program Manager.