

## Youth Shelters and Family Services

### Job Description

**TITLE:** SOP Outreach Worker

**SUPERVISOR:** SOP Program Director

**PURPOSE:** Provide street-based and site-based services to homeless and at-risk youth, responding to immediate crises and meeting basic needs.

#### GENERAL DUTIES

- Maintain familiarity with all aspects of Youth Shelters and Family Services (YSFS) philosophies, integrating and applying philosophies into everyday interactions and practice
- Maintain familiarity with and abide by all aspects of YSFS' internal policies and procedures
- Participate as a member of agency and program teams

#### PRIMARY DUTIES

- Maintain dynamic interaction with SOP Program Director concerning client care, legal issues and program functioning
- Provide street-based services to homeless and at-risk youth.
- Provide program and/or administrative activities
- Perform program support tasks under regular supervision

#### SPECIFIC PROGRAM DUTIES

- A. Locate homeless and at-risk youth to provide street based services
- B. Provide information regarding community resources, including the Street Outreach Program and other YSFS services
- C. Facilitate trusting relationships with clients by responding to basic needs
- D. Foster external relations as related to client care under close supervision
- E. Co-facilitate harm reduction education and other groups, events and activities, as assigned
- F. Assist in the solicitation and collection of in-kind donations
- G. Participate in the maintenance of the Street Outreach facility, grounds and equipment
- H. Participate in trainings and meetings, as assigned
- I. **Assume *other responsibilities*\* as assigned.**

*\*Other Responsibilities*

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*

I understand and will comply with the job requirements listed above. \_\_\_\_\_ Employee Initials

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Job Description**

**TITLE:** SOP Outreach Worker  
**SUPERVISOR:** SOP Program Director

**REQUIREMENTS and EXPECTATIONS**

- High integrity when dealing with a broad array of cultures and restricted and/or confidential information
- Sensitivity to cultural and socioeconomic characteristics of population served. A commitment to empowering others to solve their own problems. A conviction about the capacity of people to grow and change.
- Education and Experience Requirements:
  - Bachelor Degree in Human Services preferred **OR** a two years degree in Human related services and at least one year related experience **OR** a high school diploma or GED and at least one year related experience. *OR meet requirements as required by the Children, Youth and Families Department, Children's Behavioral Health Division Service Requirements and Utilization Guidelines*  
**(Experience with homeless and at-risk youth, preferred)**
- Skills:
  - Bi-lingual in Spanish and English desired.
  - Computer software skills including Microsoft Windows, Excel and Word
  - Excellent communication skills, particularly listening, mediation, and writing skills.
  - Initiative, creativity, reliability, flexibility, thoroughness
- Capabilities:
  - CPR / First Aid Certification (*within 30 days of hire; will train*)
  - Valid Driver's License, insurable under YSFS automobile policy. **Must be over 25 years of age to meet minimum eligibility requirements of automobile insurance carrier.**
  - Criminal Records Check clearance
- Physical Demands: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.*
  - Frequently: may be required to stoop, kneel, crouch, reach, stand, walk, talk, hear, engage in repetitive motion (such as typing); not substantially exposed to adverse environmental conditions (typical office or administrative work).
  - Occasionally: may be required to climb, balance, crawl, push, pull, lift, grasp; subject to outdoor environmental conditions; subject to higher than normal noise levels; subject to atmospheric conditions (fumes, odors, dust, poor ventilation, etc.).
  - Physical requirements range from sedentary (exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; sedentary work involves sitting most of the time) to medium (exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects) physical work.
  - The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading at distances close to the eyes. The worker is required to have visual acuity to operate motor vehicles.
- Environmental Conditions:
  - Ability to work non-traditional hours (afternoons, evenings, weekends and holidays) to appropriately serve homeless clients on the street
  - Excellent time management and organizational skills with the ability to work under pressure and adjust to changing priorities and deadlines (*work at a fast pace with unscheduled interruptions*)

**Work station:** Position includes regular presence in the program location and as well as the requirement to work outside in the afternoons and evenings during all seasons

**Compensation:** \$14.00 hourly

*POSITION MAY BE FULL-TIME. or PART-TIME*

- Full-time is 32+ hours per week. Only Full-time employees are benefit eligible.  
*FT Eligible Benefits include medical and dental benefits, accrued leave, paid trainings and holidays, and team of dedicated coworkers.*
- Part-time is any amount of hours under 32 hours per week. Part-time employees are not eligible for medical or dental benefits.  
*PT Eligible Benefits include paid trainings and holidays, and team of dedicated coworkers.*

**POSITION**

The salary range, duties and responsibilities of this position meets the requirements of Section 13 (a)(1) of the Fair Labor Standards Act and therefore qualifies as a "non-exempt" position. YSFS is an Equal Opportunity Employer, a Drug Free Workplace and complies with the ADA. AA/EEO

I understand and will comply with the job requirements listed above. \_\_\_\_\_ Employee Initials