**Sample Job Description**

Evening Response Outreach Worker

**JOB TITLE:** Evening Response Outreach Worker: (2pm-10pm, M-F)

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**Job Description**

**DUTIES AND RESPONSIBILITIES:**

Respond to calls from individuals, businesses, agencies and police regarding homeless persons on the street. Engage homeless persons, determine needs, offer services, and follow-up. Assist Outreach Coordination Entity (OCE) caseworkers with individuals on priority list. Assess walk-in clients at OCE and provide services.

**Response Outreach**

# Respond to requests from the OCE dispatcher to engage homeless persons at specified locations.

* Inform OCE dispatcher of time of arrival at scene and result of engagement with individual.
* When not engaged in response outreach, roam and check on known locations for at risk individuals.

1. Follow-up on unresolved response calls using Response forms on clipboard.

* Indicate contact information and result on back of form.
* Place completed forms in OCE Director’s desk file.
* Return all OCE Response forms to OCE Director by Friday.
* Make a copy of response form for clipboard if further follow-up is needed before turning in original.

1. Engage individual, assess needs, and offer appropriate services.

* Be familiar with array of behavioral health, emergency housing and related services.
* Always seek to place/refer person to appropriate treatment services and housing when possible.
* Shelter referrals and placements should be used when supportive services and housing are not available, during weather emergencies, or when the individual refuses everything else.

1. Be thoroughly familiar with community laws and regulations regarding unsheltered persons.

* When responding to a call from Law Enforcement, advise consumer of their rights and responsibilities regarding your community’s laws and regulations around public sleeping or other laws that can unique impact individuals experiencing unsheltered homelessness. Encourage him or her to seek services or relocate as way to avoid citation.

1. Work cooperatively with business owners, police, and concerned citizens to serve the needs of persons who are homeless.

* Maintain high standard of professional conduct and courtesy to all persons.
* Inform and educate members of the public regarding your community’s laws and regulations and the goals of the outreach engagement process.
* Refer persons expressing concern regarding your community’s laws and regulations or requesting more information about outreach services to the OCE Community Liaison at XXX-XXX-XXXX.
* Report any potentially illegal or inappropriate use of the community’s laws and regulations or any mistreatment or harassment of homeless persons to the OCE immediately.

1. Check names of homeless persons encountered against OCE Priority List and advise dispatcher to contact the appropriate service provider or assigned outreach team of changes in status of individual.

* Be familiar with persons on OCE Priority list and work with assigned OCE caseworker in offering and accessing services for individual.

1. Complete all required OCE contact and reporting forms.

- Complete OCE contact form on each homeless person encountered.

- Complete weekly and monthly tally forms on number of contacts, placements and services provided.

# Outreach Policies and Procedures

1. Follow all outreach policies and procedures to maintain professional standards of OCE.

- Check clipboard for all needed materials before leaving office: Priority List, Placement List, Contact Log and Cover Sheet.

- Accurately record all information for contact log and appropraite forms and submit at the end of each

outreach session.

- Paperwork for individual’s being placed should be submitted at the close of each shift, double-checking for accuracy of all information, and return bottom copy to OCE.

1. Maintain professional radio protocol for all communications.

* Communication should be limited to maintaining contact and providing necessary information to the OCE
* Clients and other non-outreach personnel are not permitted to communicate by radio.
* Never communicate HIV or TB status of clients on radio or reveal confidential information without permission. When necessary, you may indicate that a client needs medical clearance before shelter placement.

10. Attend weekly OCE case review and staff meetings and monthly outreach team meetings.

- Plan/consult with other Outreach Team members on strategies/placements for persons on caseload and Priority List.

- Prepare case reviews of persons you are working with.

11. Inform appropriate OCE staff person of all important outreach follow-up information.

* Inform OCE Director of clients who may be candidates for a residence.
* Inform Outreach Dispatcher of any contacts with individuals who are on the daily cover sheet.
* Inform OCE staff of individual clients needing follow-up during the week.

1. Be aware of and maintain safety and security of self, other staff, and consumers at all times.

* Conduct outreach with a partner during evenings and early morning outreach. Stay together.
* Do not take risks or knowingly put yourself or others in danger.
* Do not allow disruptive or unruly persons in van.
* Use radio cell phone to dial 911 in emergencies.
* Use OCE incident report form to record any safety-related incident regarding staff or consumer.

1. Maintain OCE equipment and keep secure at all times.

* Always lock and put club on OCE van when parked.
* Do not leave valuables or other items visible in van. This encourages break-ins.
* Do not leave OCE radio in van.
* Do not leave consumers unattended in the office.
* Do not leave money, easily portable equipment or personal items visible or accessible in office area.

1. Maintain assigned OCE van.

- Be familiar with vehicle policy.

* Assure interior of van is clean after each use.
* Use car wash to clean when exterior is dirty (day shift).
* Maintain (oil change etc.) and repair van as necessary (day shift) in consultation with supervisor.
* Watch for inspection and registration expiration dates and advise supervisor when needed.
* Report all accidents/incidents with van to supervisor immediately and complete accident report.

1. Maintain collaborative relationships with OCE teams and staff, other service providers and professional behavior toward the public.

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**IMMEDIATE SUPERVISOR(S):** Outreach Services Coordinator

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**EDUCATIONAL REQUIREMENTS:** Substance abuse, mental health, or social work training.

Valid driver’s license.

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**EXPERIENCE REQUIREMENTS:**

1. Experience working with persons with substance abuse and mental health issues.
2. Experience working with homeless persons; preferably outreach experience.
3. Able to engage persons in conversation and develop rapport.
4. Dedicated to assisting others while fostering their self-esteem and dignity.

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**PHYSICAL DEMANDS:** Requires extensive walking, sitting, talking in unusual times and circumstances such as early morning and late evening on sidewalks, park benches, alleys, subways; during snow storms and heat waves; supporting intoxicated or disabled individuals; carrying blankets, coolers, and other equipment to and from vehicle.

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**WORKING HOURS**: Monday – Friday. 2-10 p.m. 40 hours per week. May include early morning, or late evening hours.

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**Prepared by:**

**Date:**