**Outreach Supervisory Expectations Policy**

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| **POLICY** | All outreach supervisors and/or program supervisors or managers will provide in-field supervision/training to a minimum of (2) supervisees and/or teams, for a minimum of 4 hours/shift, once/month. |
| **PURPOSE** | To provide on-the-job supervision for supervisees/outreach workers that will: support and develop worker capacity in all areas of street outreach; ensure supervisor familiarity with supervisee/team work; and facilitate supervisor ability to discern quality performance. |
| **PROCEDURE** | Street outreach is demanding work, requiring skill, dedication, and commitment to adhering to a set of policies and procedures that guide teams’ work. Much of what is required to be effective in street outreach is learned on-the-job. The outreach supervisor and/or program supervisor or manager in each of the partner agencies is responsible to provide support and guidance to teams in the course of their work on the street, determine each worker’s learning needs and strengths, and evaluate supervisee/team performance based on in-field observation.  To support this work, outreach supervisors and/or program supervisors or managers will accompany a minimum of 2 supervisees and/or teams on street outreach a minimum of 4 hours/shift, once/month.  Supervisors and/or program supervisors or managers will be expected to support and evaluate worker competencies in each of the following areas:   * Appropriate approach and engagement skills:   + Makes appropriate observations prior to approaching consumer   + Respects consumers’ space   + Identifies self   + Indicates areas in which could be of assistance * Ability to communicate and establish rapport with consumers   + Elicits consumer input; listens; and reflects back to consumer what has been communicated * Appropriate assessment and decision-making with regard to placement.   + Gathers information:     - From homeless person's perspective     - From workers own observations     - From others’ observations/knowledge, including contact with previous workers or case managers, as needed.   + Listens/observes consumer tone of voice/body language   + Demonstrates awareness of own reactions and thoughts   + Able to assess:     - Presenting “problem” (how consumer defines)     - Behavior patterns/other relevant social information     - Consumer ability to make use of outreach or other services     - Most effective approach in work with consumer * Knowledge of culturally sensitive and special needs of consumers * Linkage of consumer with assigned case manager or care coordinator * Implementation of goals in work with consumers on focus list   + Understands both immediate and long-term (“ideal”) service/placement goals   + Understanding of appropriate placement or service objective   + Awareness of information required and/or person to contact to effect referral * Completion of appropriate forms on consumer behalf * Effective linkage of individuals with appropriate services for substance use, medical, and mental health issues   + Communicates relevant information to consumer regarding services/program   + Communicates effectively with agency staff on consumer’s behalf * Accompaniment of consumer to behavioral health and/or medical services, where appropriate * Proper data-gathering and entry skills * Familiarity with community resources in assigned zone   + Knows business, institutions, organizations   + Has developed relationship with relevant community-based organizations/agencies, others on behalf of consumers * Effective communication with dispatcher and other outreach teams on consumer’s behalf * Effective communication with different agencies, services providers and community members * Ability to work as part of a team * Knowledge of and adherence to outreach policies and procedures * Knowledge and practice of safe practices for outreach work   Supervisors and/or program supervisors or managers will provide feedback in the above areas to workers on a bi-monthly (every other month) basis, using the attached form. Agency Outreach Directors will meet twice/year with the Continuum of Care (COC) or their designee to inform future staff training, workforce development and outreach practice needs. |