

**CATHOLIC CHARITIES OF CHEMUNG/SCHUYLER
POSITION DESCRIPTION**

POSITION TITLE:	Outreach Worker	STATUS:	Non-Exempt
DEPARTMENT:	Gateways	W/C#	8857
EEO CODE:	2	GRADE LEVEL:	270

PRIMARY FUNCTIONS:

The Outreach Worker's (OW) core function is to provide street outreach to homeless individuals/families possibly residing in places not meant for human habitation. The OW will provide unsheltered individuals/families with assistance and education related to gaining access to available housing or shelter in Chemung County. The Outreach Worker will also coordinate the point-in-time survey, which will include establishing relationships with the local Continuum of Care (CoC) and local service providers and volunteers to gain the most accurate count of homeless persons. The OW will act as the point of contact for the Patient Activation Measure (PAM) implementation, as well as completion and tracking of surveys.

SPECIFIC DUTIES:

1. Identify unsheltered homeless persons through direct street outreach activities and through reports/referrals from police, churches, social service providers, hospitals and others.
2. Work nontraditional hours as needed to initiate contact and establish a rapport with unsheltered homeless persons.
3. Make referrals to appropriate community resources and/or 2-1-1 Connects.
4. Establish and maintain positive, productive working relationships with mental health programs, shelter programs, hospitals, jails, police (and other local officials), and providers of services and resources to homeless persons.
5. The OW will participate in agency orientation of program operations, policy, procedure, goals and objectives.
6. The OW will facilitate the integration of the resident into the community, using community-based services whenever possible.
7. The OW will stay abreast of eligibility criteria for in-house services and programs as well as local published FMR to assist clients.
8. Plan and organize the strategies and various tasks involved in completing the PIT and PAM project; strategy is to ensure a comprehensive and thorough approach to identifying, counting and engaging sheltered and unsheltered homeless population while adhering to safety precautions.
9. Coordinate with Admissions Unit to have knowledge of housing vacancies available and to make referrals for screenings as appropriate.
10. Facilitate the point in time survey and provide oversight to community partners and volunteers.
11. Complete PAM surveys as appropriate and provide guidance to clients in securing mainstream benefits and health care providers.
12. Complete SOAR training and assist clients as appropriate to secure Social Security Benefits.
13. Responsible for collecting the necessary data and reporting for projects related to housing the unsheltered.
14. Implement the Wellness and Recovery Action Plan (WRAP) with individuals as deemed appropriate.
15. The OW will maintain accurate records and reports based on the requirements of each source/program.
16. The OW will act as a resource to ensure that the resident has access to services and ensures that the rights and confidentiality of the resident are not overlooked or denied.
17. The OW is required to attend staff meetings, treatment team/ provider meetings, and staff development/training seminars in accordance with agency policy, procedure, or business practice.
18. The OW will maintain an accurate weekly contact log, tracking and identifying times and locations and number of individuals served.
19. Successful complete any training required.
20. Other duties as assigned.

TITLE OF DIRECT SUPERVISOR: Senior Resident Supervisor

QUALIFICATIONS:

Associates degree in Human Services.

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Two years' experience in Human Services or related field.

A combination of education and experience may be substituted at the discretion of the Executive Director.

SPECIAL REQUIREMENTS:

- Be able to demonstrate appropriate patience and tact when dealing with confused and/or defensive individuals as needed to provide information or instruction.
- Be able to interact effectively with a variety of individuals and groups from diverse education, ethnic and socio-economic backgrounds.
- In addition to working in a typical office environment, the OW will be required to work in areas inhabited by homeless persons, to include working in dirty environments and dealing with persons who may become difficult or irate.
- Be able to work flexible, non-traditional hours.
- Be willing to work in poor (non-threatening) weather.
- Successfully complete any training required.
- Be able to deliver information in a sensitive and understanding manner as needed to explain services and resolve problems.

ADDITIONAL REQUIREMENTS:

- Possess excellent verbal and written communication skills.
- Ability to multi-task and prioritize duties.
- Willingness to foster agency, department and program wide cooperation and team work through use of positive/constructive communication techniques.
- Ability to maintain absolute confidentiality in regards to all records reviewed including consumer records, employee records and billing records.
- Proficiency and experience with PC's and Microsoft applications.
- Ability to analyze and interpret data and to handle problem resolution.
- Possession of a valid NYS Driver's license and a driver's record considered acceptable by agency and insurance carrier.
- Continuous use of a reliable, registered and insured vehicle.
- Demonstrate commitment to Agency Mission Statement.
- Working knowledge of community resources and funding systems external to the agency.
- Background checks may be required per program regulations.
- Compliance: Adheres to all applicable federal and state laws and regulations including, but not limited to, those governing confidentiality, privacy, program, billing and documentation standards. All duties must be performed in accordance with CCDR's corporate compliance and ethics program.

Ability to meet the following physical requirements with or without reasonable accommodation:

- Use hands to manipulate, handle, feel, and control items or equipment, including motor vehicle;
- Stand, sit, walk, bend, stoop, kneel, and reach;
- Climb up or down stairs;
- Able to reach above or below shoulders;
- Occasionally lift or move objects weighing up to 10 lbs;
- Sitting at a desk or in a vehicle for long periods of time to perform certain job functions;
- Be able to read write and interpret written documents;