

Yamhill Community Action Partnership
Job Description

POSITION TITLE: Client Services Outreach Specialist
RESPONSIBLE TO: Adult & Youth Services Director

RESPONSIBLE FOR: The Outreach Specialist is a full-time, non-exempt position in our Client Services Program. Hours of work are M-F 8:00am to 5:00pm. General responsibilities are: 1) Conduct regular street outreach including but not limited to other shelter providers and community locations where persons experiencing homelessness may frequent; 2) Responsible for assessment, screening, and resource connection/referral for persons living in places not meant for human habitation 3) Some Case Management of persons experiencing homelessness as assigned by Program Director.

ESSENTIAL DUTIES:

- Conduct street outreach regularly; update site locations where persons experiencing homelessness may congregate
- Provide outreach training, scheduling, and support to staff, and volunteers involved in “street outreach”
- Provide advocacy services including identify, engagement, assessment, and some case management to homeless clients
- Refer street outreach clients to appropriate community resources, provide follow-up monitoring on any placement or referral
- Collaborate and coordinate with other service providers as appropriate
- Maintain current documentation and records as required for program evaluation and reporting purposes
- Other duties as assigned by Program Director

KNOWLEDGE, SKILLS & ABILITIES:

- Bachelor’s degree in Social Work or Related Field Preferred (or extensive work experience)
- Strong interpersonal skills for connecting and working with persons from diverse backgrounds (including, but not limited to, ethnic, religious, physical and mental abilities, etc.)
- Experience in case management and providing direct services to persons experiencing homelessness
- And understanding issues surrounding homelessness
- A familiarity with resources in Yamhill County
- Recognition of appropriate boundaries and the ability to implement them
- Ability to work effectively in stressful or crisis situations
- Bilingual- (English and Spanish) and bi-cultural experience and abilities
- Strong oral and written communication skills
- Commitment to work as an essential part of a team
- Computer experience
- Ability to be flexible in work schedule as needed
- Valid Oregon driver’s license and current auto insurance

PHYSICAL DEMANDS

The physical demands described represent those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is occasionally required to stand; walk on uneven terrain at times; sit; use hands to handle tools or controls; reach with hands and arms; climb stairs/hills; balance; stoop; kneel; crouch or crawl; talk and hear. The employee must occasionally lift or move up to 25 pounds. Employee will be subjected to outside environmental conditions while conducting various levels of outreach to homeless neighbors. In addition to working in a typical office environment, the Outreach worker will be required to work in areas inhabited by homeless persons, to include working in dirty environments and dealing with challenging individuals.