POSITION DESCRIPTION

POSITION TITLE: SOS Outreach Worker (Bi-lingual, English: Spanish)

DEPARTMENT: Street Outreach Services (SOS)

GENERAL STATEMENT OF DUTIES:
The SOS Outreach Worker will provide bi-lingual (English: Spanish) outreach services to homeless persons and their companion animals in San Francisco and operate program vehicles. This work will be done following strict safety guidelines and wearing personal protective equipment. This work is in collaboration with other outreach staff, medical and veterinary personnel, students, volunteers, and community partners. A 2-year commitment is preferred.

REPORTS TO: SOS Program Manager

DUTIES AND RESPONSIBILITIES:
1. Approaches and engages homeless people to assess their, and when applicable, their pets’ needs for health care.
2. Supports the connection of homeless people and their pets with multiple other service providers, prioritizing primary health services. Synchronizes services with community partners per Memoranda of Understanding and Referral Agreements. Advocates for homeless clients within the service delivery system. Distributes of basic human and pet necessities.
3. Provides health education and basic first aid. Provides assistance to medical staff, including history taking, vitals, and other clinical support as needed.
4. As part of a multi-disciplinary team, coordinates ‘satellite’ medical clinics, ensuring orientation of site-specific volunteers, efficient clinic flow, on-site problem solving, accurate data collection, and reporting.
5. Serves as a resource for Spanish-speaking clients. Translates program materials from English to Spanish, as appropriate.
6. Safely operates outreach vehicles as a licensed driver; supports on-going vehicle maintenance and repair.
7. Provides guidance to the off-site team in crisis and urgent care encounters.
8. Maintains adequate clinic inventory on vans and in designated locations.
9. Under the direction of supervisor, tracks in-kind donations and solicits product donations
10. Follows protocol for handling infectious waste.
11. Supports the maintenance of positive relationships with project stakeholders, e.g., homeless clients including homeless pet owners, volunteers, partner agencies, and donors.
12. Supports maintenance of SOS communications, including print materials, webpage, Facebook page, blog entries, and voicemail information. Answers phone and email inquiries.
13. Provides accurate and appropriate documentation of encounters.
15. Assists in program evaluation and development and implementation of Continuous Quality Improvement recommendations for the SOS program.

EDUCATION AND SKILLS:
1. High school or GED required. Bachelor’s degree preferred.
2. Bi-lingual in spoken and written English: Spanish required.
3. Demonstrated safe driving record. Must have a current CA driver’s license, clean 3-year DMV printout, and minimum 5-year history as a licensed driver.
4. Outstanding interpersonal skills.
5. Demonstrated verbal and written communication skills.
7. Ability to problem-solve and prioritize in a fast-paced environment
8. Demonstrated ability to complete data collection tools.
10. Certified CPR/first aid training preferred.
11. Ability to work in diverse environments and with a diverse staff composition.
**EXPERIENCE:**
Minimum of one (1) year experience in one or more of the following areas is required: health care, health education, street outreach, counseling, client advocacy, or case management.

**WORKING CONDITIONS:**
Regular work hours are M-F 9:00 am-5:00 pm, with the ability to work predominantly in the field and some from home; occasional nights and weekends may be required.

**INTERESTED APPLICANTS:** Submit a resume & cover letter to sos@sfccc.org detailing experience and interest in working with the homeless population. To be considered, the cover letter must include a description of the applicant’s driving record, Spanish language skills, and hours available. Compensation is $22+/hour plus benefits. People of color are strongly encouraged to apply. No calls, please.