

**DIAL/SELF Youth and Community Services**  
**Job Description**

**Title:** Outreach Worker

**Department:** YYA (Youth & Young Adult)

**Supervisor:** YYA Outreach Supervisor

**Status:** 37.5 hours/week (based on a Monday-Friday Schedule, 11:30AM-7PM)

**Job Summary:**

DIAL/SELF is committed to creating a culture of diversity, equity and inclusion, and the work of this position requires that applicants be able and willing to embrace this commitment. The Outreach Worker is responsible for engaging and supporting youth in the Resource Drop-In Centers and during street outreach activities and for providing a variety of support services to YYA, including: discussing DIAL/SELF services with YYA and helping them connect to other DIAL/SELF resources, helping YYA connect to resources outside of DIAL/SELF they may need, helping YYA work on goals they identify for themselves, supporting YYA in emergency and crisis situations, advocating for YYA, and creating educational and recreational activities for YYA.

**COVID-19 considerations:**

All staff are required to wear masks on site, and during in-person interactions. The agency is in the process of crafting a COVID-19 vaccine employee requirement policy. If you have questions about how this policy would impact you please ask. There is an expectation of on-site work at multiple agency and community based locations.

**Qualifications:**

- Applicants with lived experience (previous navigation of homelessness and housing instability) strongly preferred
- Applicants with Spanish fluency strongly preferred
- Must have experience supporting youth and/or young adults (under 25 years old)
- Ability to manage stressful situations, prioritize, problem-solve effectively, and maintain professional boundaries
- Effective communication and interpersonal skills for interacting with participants, other providers, staff and community members
- Basic competency with smartphones, tablets, email and web-based data entry systems
- Ability to provide coverage as part of a 24 hour internal on-call hotline team at least one week and weekend per month
- Ability to walk up and down 3 flights of stairs, ability to work from home with internet access if needed
- Ability to lift 50 pounds, load and unload cases of food from a vehicle, and stock food pantry shelves
- Must have a valid driver's license, reliable transportation, and have safe driving record (no major faults in last 3 years)
- CORI, SORI, DCF and FBI background required by funders as part of hiring process

**Duties and Responsibilities:**

- Complete initial two-week orientation and position training
- Engage YYA at resource drop-in centers and during street outreach activities
- Respond to emergency and crisis situations, as needed
- Utilizing the agency's standard intake process with YYA requesting services, identify individual young people's needs and goals
- Use harm reduction and other techniques to establish positive, youth-focused relationships and maintain professional, supportive, safe and healthy boundaries with YYA
- Work in a coordinated manner with all YYA staff, AmeriCorps members and volunteers
- Reach out to other community service providers to promote agency services and develop working relationships
- Advocate for program youth in obtaining necessary services
- Provide program information to prospective participants and appropriate referrals to other resources as needed
- Develop and offer weekly educational life skills and recreational activities to all YYA youth
- Develop and offer monthly community service learning opportunities to all YYA youth
- Support accountability for youth to program expectations
- Provide participants with transportation as appropriate
- As needed, provide case management services to youth
- Complete all required paperwork, data entry, and maintenance of YYA files
- Participate in regular staff meetings, clinical trainings, and individual supervision
- Attend professional training and seminars as deemed appropriate
- Participate monthly in a DIAL/SELF 24 hour internal on-call hotline team (additional stipend of \$27/day provided)
- Support agency peers as needed with tasks as part of team approach to support the needs of agency programs

**Compensation:**

- \$17/Hour (+0.50/hour Spanish Fluency, +0.50/hour relevant Lived Experience, +1.00/hour for both Spanish Fluency and Lived Experience with housing insecurity as YYA)
- Health New England, Delta Dental (70% employer paid)
- Life Insurance (100% employer paid)
- MA Extended Family & Medical Leave (100% employer paid)
- 12 Paid Sick & 20 Days of Paid Time Off per fiscal year at starting
- 30 minutes paid self-care time per day

Ver. 10-20-2021