

## Job Description

**Title:** Outreach Worker

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

**Supervisor:** YYA Outreach Supervisor

**Status:** 37.5 hours/week, non-exempt employee

**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 young people 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 that they may need, helping YYA work on goals they identify for themselves, supporting YYA in emergency and crisis situations and advocating for YYA.

The position involves extensive walking, visiting other locations as well as office and drop-in center hours.

### Prevention and work location considerations:

Staff may be required to wear PPE such as masks on site in certain situations. There is an expectation of on-site work throughout Franklin and Hampshire Counties for the majority of paid time, with a limited amount of remote work possible after a provisional employment period is completed.

### Required Qualifications:

- Must have experience supporting youth and/or young adults (3 years of experience preferred)
- 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 lift 50 pounds
- Ability to walk several miles in one day while conducting street outreach in a variety of weather conditions
- Ability to work from home with internet access
- Must have a valid driver's license, reliable transportation, and have safe driving record with no major faults in last 3 years
- CORI, SORI, DCF and FBI background checks required by funders

**Duties and Responsibilities:**

- Complete initial two-week orientation and position training
- Engage YYA at resource drop-in centers and during street outreach and place based 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
- 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)
- Adjust work schedule to support peers as part of a team providing 24/7 coverage for emergency shelter services for under 18 youth under a federal contract as needed.
- Support agency peers as needed with tasks as part of team approach to support the needs of agency programs

**Compensation:**

- \$22/Hour (+0.50/hour Spanish/ASL Fluency, +0.50/hour relevant Lived Experience experiencing homelessness as a YYA, +0.50/hour for 18+ months of prior outreach and/or resource drop-in experience)
- Rate of pay is determined by annual budget and not subject to negotiation.
- Health New England, Delta Dental (70% employer paid)
- MA Extended Family & Medical Leave (100% employer paid)
- 12 Paid Sick & 21 Days of Paid Time Off per fiscal year at starting
- 403(b) Retirement plan with limited company match
- Up to 30 minutes paid self-care time per day
- Retention Bonus after 1 year (\$600)