



## Street Team Outreach Specialist

### Job Summary

The Street Outreach Specialist is part of a coordinated outreach team that identifies and engages people living in unsheltered locations, such as in cars, parks, abandoned buildings, encampments, and on the streets. The outreach team reaches people who might not otherwise seek assistance or come to the attention of the homelessness service system. Through its work, the team ensures that people's basic needs are met while supporting individuals along pathways toward housing stability and quality of life improvements. Each outreach specialist is responsible for conducting outreach, providing information and referrals, completing assessments, intakes, performing short-term case management, and delivering concrete services.

### Job Responsibilities

**Outreach & Engagement Responsibilities:** Street outreach utilizes a person-centered approach, that requires flexibility, patience, strong engagement techniques, and empathy.

- Work collaboratively to provide targeted street outreach to identify unsheltered homeless persons living on the streets or other places not meant for human habitation.
- Outreach will occur in identified “hot spots” at times when individuals are most likely to be found (including early morning and evenings).
- Establish rapport and reduce harm by providing critical, life-saving resources such as food, water, clothing, blankets, and other necessities.
- Using a trauma-informed approach, provide crisis intervention, harm reduction, and Culturally Responsive competent engagement techniques.
- Complete a Vulnerability Index Service Prioritization and Decision Assistance Tool (VI-SPDAT) to determine vulnerability and acuity of homeless neighbors during street outreach as well as other outreach and referral processes.
- Respond to calls/requests from the community (public agencies, businesses, libraries, schools, family members, etc.) regarding individuals and families found to be living on the streets, cars or other place not meant for human habitation.



- Assist houseless relatives with accessing resources and making referrals; continue to engage with unsheltered homeless neighbors until shelter or permanent housing is obtained.
- Provide advocacy for houseless relatives when they encounter barriers.
- Work as a team with the other street outreach specialists to alternate responsibilities and negotiate tasks to ensure safety protocols are met.
- Offer multiple opportunities to say 'no' and make repeated offers of assistance as necessary throughout the engagement process.
- Be mindful of racial inequities and disparities among people experiencing houselessness and tailor and customize their efforts to ensure that equity is being achieved within their outreach activities and outcomes.
- Utilize problem-solving techniques to identify strengths and existing support networks, explore possible safe housing options outside the homelessness service system, such as reunification with family, and connect the individual to community supports and services.
- Follow safety protocols for vulnerable populations that involve the chronic houseless as well as those fleeing domestic violence, dating violence, sexual assault, trafficking, or prostitution.
- Provide transportation to assist individuals needing transportation services to providers, shelter, and/or appointments, as necessary.
- Assist in identifying appropriate housing and completing housing applications.
- Provide support for people as they transition to temporary and permanent housing.
- Maintain complete client records, daily activity logs, mileage logs, and other reports as directed.
- Establish and maintain positive, productive working relationships with mental health programs, shelter programs, police (and other local officials), and providers of services and resources to homeless neighbors.
- Perform warm handoffs to Coordinated Entry or to shelter, housing, and service providers (e.g. outreach staff may offer to physically accompany the individual to appointments to provide support).
- Attend team meetings, case conferences, training workshops and community meetings as needed.
- Be responsible for safety and proper use of cell phones and other equipment.



## Qualifications

- Preference for persons with lived experience.
- Preference for persons from Native American Community in South Dakota.
- 1+ years of experience performing Street Outreach or equivalent experience.
- Driver's license, clean driving record, auto insurance, and access to personal vehicle.
- Willingness to obtain needed medical screens and immunizations such as COVID, TB, and other personal protections against preventable illness.

## Required Skills

- Ability to express ideas clearly and concisely both orally and in writing.
- Ability to problem-solve and make decisions in chaotic and/or stressful situations.
- Strong interpersonal and direct communication skill
- Ability to work flexible hours.
- Embody non-judgmental, non-coercive provision of services and resources.
- Basic understanding of mental health, physical health, and substance abuse issues and their symptoms.
- Listen with sensitivity to other people's feelings, needs, and point of view.
- Demonstrate tact and courtesy in expressing options or ideas'
- Recognize opportunities to enhance community relations.
- Ability to keep appointments punctually, be organized and demonstrate accountability and follow through.
- Displays appropriate, professional, healthy boundaries and exercises mature judgment and understanding of safety concerns.
- Complete tasks in a timely and efficient manner.
- Ability to manage multiple cases efficiently and effectively.
- Adapt well to changing priorities and challenging individuals.
- Effectively works within a team and successfully motivates others.
- Maintains personal and professional integrity and handles confidential information with discretion.
- Openness to new ideas and skills and commitment to learning through reading and with hands-on-training.



**Physical Demands, Environmental Conditions:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disability to perform the essential job functions. This unique position requires team members to walk long distances on rugged terrain, carrying bags with supplies that weigh between 20-25 pounds, all year around in all weather conditions.

- Must be able to lift 25 lbs.
- Frequent driving and traveling to areas of Rapid City to preform outreach service.
- Requires being mobile for several hours and walking for long distances.
- This job will be performed outside of an office setting the majority of the time.
- Ability to tolerate being outdoors in all weather for several hours at a time, while conducting various levels of outreach to homeless neighbors.

