



JOURNEY ON STEPS OUTREACH POSITION DESCRIPTION

Position Title: STEPS Outreach

Position Compensation: Starting at \$15/hour and after 60 days successful completion of the probationary period staff will receive \$16.50/hr. Journey On offers paid time off and overtime pay.

This is considered a full-time position, which is anything over 30 hours per week. The work schedule is shift specific with the team operating Monday through Friday 12pm to 12am.

Summary Position Description

The STEPS Outreach Team Member will provide responses to individuals between the ages of 16-24 who are in need of immediate support for housing and other basic needs. Outreach Team Members will work to build trust with individuals and families in need and help connect them to services in the community that are able to support their emergent and long-term needs. STEPS Outreach Team Members will be comfortable providing individuals/families with access to resources in a manner that fits with the individual's needs and priorities, to include cultural resources. The STEPS team reaches young people who might not otherwise seek assistance or come to the attention of the provider system. Through its work, STEPS 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 reliable mentorship. You need to be self-motivated, enthusiastic, and community-driven to take on this exciting role. This position requires someone equipped with a positive attitude, integrity, dedication, conflict resolution and readiness to be a team player.

Duties and Responsibilities

- Work collaboratively to provide targeted street outreach to individuals ages 16-24 who are in need of immediate housing support
- Provide positive, proactive outreach in areas where young people are known to congregate

- Establish rapport and reduce harm by providing critical, life-saving resources such as food, water, clothing, blankets, and other necessities.
- Using a trauma and youth-informed approach, provide crisis intervention, harm reduction, and Culturally Responsive competent engagement techniques.
- Conduct basic emergency assessments while providing outreach and engage in referral processes as needed.
- Respond to calls/requests from the community regarding young people found to be living on the streets, cars or other places not meant for human habitation.
- When necessary, provide advocacy for young people when they encounter barriers.
- Work as a team with the other STEPS staff to alternate responsibilities and negotiate tasks to ensure safety protocols are met.
- Be mindful of racial inequities and disparities among young people experiencing homelessness and tailor and customize efforts to ensure that equity is being achieved within 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 support and services.
- Follow safety protocols for vulnerable young people that may be 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.
- 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.
- Attend team meetings, case conferences, training workshops and community meetings as needed.
- Reports to STEPS Team Lead on a daily basis.
- Using a trauma-informed approach, provide crisis intervention, harm reduction, and Culturally Responsive, competent engagement techniques.

Qualifications

- A hiring preference for this position shall be given to candidates who have spent considerable time living and/or working in Rapid City's North Side Neighborhood, or who have significant experience working with the local Indigenous population.
- Preference for persons with lived experience.
- Must have a valid driver's license, clean driving record, and access to reliable transportation.
- Must be able to pass a background check involving crimes against children and domestic violence.

Required Skills

- Outstanding written communication and presentation skills.
- Friendly, enthusiastic, and positive attitude.
- Detail-oriented with the ability to multitask and manage multiple projects at a time.
- 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.
- 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.
- Recognize opportunities to enhance community relations.
- Enjoys working with young people on a collaborative level.
- 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.
- Works effectively within a team and successfully motivates others.
- Maintains personal and professional integrity and handles confidential information with discretion.
- Comfortable meeting with families and youth in various settings.

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 disabilities 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 perform outreach service.
- This job will be performed outside of an office setting the majority of the time.
- It is the policy of Journey On that qualified individuals with disabilities not be discriminated against because of their disabilities in regard to job application procedures, hiring, and other terms and conditions of employment. It is further the policy of Journey On to provide reasonable accommodations to qualified individuals with disabilities in all aspects of the employment process. Journey On is prepared to modify or adjust the job application process or the job or work environment to make reasonable accommodations to the known physical or mental limitations of the applicant or employee to enable the applicant or employee to be considered for the position he or she desires, to perform the essential functions of the position in question, or to enjoy equal benefits and privileges of employment as are enjoyed by other similarly situated employees without disabilities, unless the accommodation will impose an undue hardship.

NOTE: This job description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the organization

Who is Journey On?

Journey On's Mission is to support vulnerable individuals experiencing, or likely to experience, homelessness in Rapid City, South Dakota through collaborative street outreach, case management, and culturally responsive programming. We envision a community that works together to alleviate the underlying causes of poverty (e.g., mental health issues, addiction, abuse, neglect, inequality) through providing human-to-human contact, establishing relationships with our relatives on the street, and meeting core human needs. Our vision is the creation of sustainable change in the lives of Rapid City community members working toward improved safety, security, quality of life, and permanent self-sufficiency for all vulnerable community members.

The Support Team Encouraging Perseverance and Strength (STEPS) program is focused on identifying individuals between the ages of 16-24 who are in need of mentorship and housing support. The STEPS program relies on a process of building personal connections that play a role in helping a person improve their housing, mental and physical health status, and social support network. We focus on the opportunities for mentorship afforded with an individual and the strength of the relationship that can be developed, going back daily to check on someone if needed. This model of service is based upon the principles of safety, trust, transparency, peer support, collaboration, empowerment, humility and responsiveness.