
Summary

The Street Outreach program is one component of a coordinated homeless outreach program operated in conjunction with the City of Rapid City and the SD Housing Emergency Solutions Grant. The program supports relatives who are experiencing housing insecurity. The Street Outreach Specialist is responsible for delivering daily outreach and crisis intervention to support relatives with improving their housing, health status, and support network. This position is accountable to the Program Director.

Responsibilities

- Develop a working knowledge of national best practices in street outreach from NCST.
- Provide proactive outreach in areas where vulnerable populations are known to congregate.
- Establish rapport and reduce harm by providing critical resources (food, water, hygiene).
- Build trusting relationships through shared experiences as a credible messenger.
- Work collaboratively with RCPD to identify needs and respond to calls for service and support.
- Identify individual barriers that threaten health and safety and make referrals to community services.
- Use a trauma and culturally informed approach to situational de-escalation and crisis intervention.
- Conduct scene assessment and practice scene safety for the benefit of self and others.
- Conduct individual assessments of needs and problem-solve to create a course of action.
- Use safety protocols for vulnerable populations (domestic violence, sexual assault, human trafficking)
- Provide transportation to safe places and community resources for service-ready relatives.
- Communicate with team members consistently throughout shifts using designated software.
- Provide consistent documentation of program activities, individual support, and critical incidents.
- Maintain daily communication with supervisors to coordinate efforts and support problem-solving.
- Develop and maintain a strong awareness of crisis service providers and community resources.
- Establish and maintain positive, productive work relationships with community partners.
- Establish and maintain positive, productive work relationships with law enforcement.
- Attend team meetings, case conferencing, training, and community meetings as scheduled.
- Represent the Journey On team in compliance with the code of conduct at community events.
- Demonstrate the values of Journey On in all internal and external interactions.

Required Skills

- Willing to serve all demographics with compassion and without judgment.
- Work effectively with a team, demonstrating a friendly and positive attitude.
- Practice strong interpersonal and direct communication skills
- Able to make decisions and problem-solve in chaotic and/or stressful situations.
- Develop an awareness of community services and resources.
- Demonstrate flexibility with working hours and changing priorities.
- Collaborate with others to manage multiple situations and priorities effectively.
- Express ideas clearly and concisely in both verbal and written form.
- Display situational awareness skills with a priority for safety.
- Exercise mature judgment and maintain personal and professional integrity.
- Manage time to complete tasks in a timely and efficient manner.
- Be punctual, accountable, and consistent in performance.
- Display appropriate, professional, and healthy boundaries.
- Handle confidential information with discretion.

Qualifications

Required Qualifications

- High School Diploma or GED equivalent.
- Able to pass a pre-employment drug screening.
- Able to pass a background check without history in the following areas:
 - Active charges or convictions of sexual crimes.
 - Active charges or convictions against children or the elderly.
 - Active charges or convictions of assault on a law enforcement officer.

Hiring Preferences

- 1+ years of experience working with the targeted population(s) or in social services.
- Persons with experience and awareness of the target populations being served.
- Driver's license, clean driving record, auto insurance, and access to a personal vehicle

Work Environment

An employee must meet the demands described here to perform essential functions of the job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

- This job is performed inside and outside of an office setting.
- This job is performed in all weather conditions when necessary.
- This job may require long periods of sitting or standing.
- This job may require walking long distances on rugged terrain.
- Must be able to lift and carry 25 lbs.
- Frequent driving within the service area.

This unique position requires team members to have strong emotional skills and handle high stress & chaotic situations while maintaining strong personal mental health.

Schedule & Compensation

This full-time position is 40 hours per week and includes both daytime and evening shifts that occur Monday through Saturday weekly.

This position is compensated at an hourly rate with the potential for a wage increase following the successful completion of the 60-day probationary period. Both paid time off, and overtime pay are offered.

How to Apply

Complete job application available on Journey On website at <https://journeyon-rapidcity.org/job-opportunities/>. Submit the application as noted on the application.

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