



Position: Outreach Specialist, Project Connect

Reports To: Program Manager, Project Connect

Revised: 8/24/21

Bridges Outreach, Inc. believes that Outreach Specialists are a key component to eradicating homelessness. We are looking for Outreach Specialists with caring hearts and a high attention to detail and data quality.

Reporting to the Program Manager, the Outreach Specialist will be responsible for traveling to highly frequented areas by the homeless population throughout Newark to identify and provide services to the most vulnerable homeless. The ideal Outreach Specialist candidate will have previous experience working with chronically homeless populations. The Outreach Specialist will service individuals with mental health diagnoses and substance use disorders and will establish many trusting relationships with individuals who have lived on the streets for a number of years with limited to no access to resources. The Outreach Specialist will successfully engage street homeless individuals into services and help to create goal plans aimed ultimately to establishing better overall health, housing and independence. This position requires a proactive individual with excellent interpersonal, communication and organizational skills. Most importantly, Bridges Outreach is looking for a person with a heart to serve.

This shift is for 3-11pm.

RESPONSIBILITIES of the Outreach Specialist, Project Connect:

- To engage daily with individuals experiencing homelessness in a trusting and supportive relationship, providing emotional support and focusing on target goals.
- To encourage clients to access services for which they qualifying order to achieve goals on their service plans
- Providing immediate transportation to clients to urgent services when needed. This could include shelter transport or transport to a warming center/drop in center and more.
- Provide case management services including:
 - Orient clients as to the services and requirements for services available
 - Conduct initial intakes and assessment to determine clients emergency and immediate needs
 - Develop and maintain links to social service agencies
 - Maintain contact with referral sources
 - Act as a liaison between clients and agencies rendering services to clients within your caseload
 - Participate in field visits and transport clients to medical/housing/mental health/substance abuse treatment appointments
 - Engaging clients in a trusting and supportive treatment partnership, providing emotional support while maintaining professional boundaries.
- Participate in case collaborative meetings with Project Connect Staff
- Responsible for inputting accurate data in customized database
- Other functions as needed

Competencies:

- Communication Proficiency
- Pays extreme attention to detail
- Proactive
- Results Driven
- Ability to Multi-Task
- Strong Writing Skills
- TEAM PLAYER

Education:

H.S. Diploma or equivalent

Experience:

One year as a street outreach worker/ homeless services case manager or related experience

One year experience with mental health population, drug abuse counseling, life coaching, social work, etc.

Experience working in an environment with high client volume

Sensitivity to economic and sociological barriers

Crisis de-escalation certification (Plus)

BSW (Plus)

Requirements:

Valid license with 0 points

Valid insurance

90% plus travel required (company vehicle provided)

Bilingual (English/Spanish) PLUS