



Community Outreach Worker

Job Summary: Works directly with the primary targeted population who appear to be homeless. Can be described as low/zero income, sleeping in a place not meant for habitation, personal vehicle, parking lots around town and living in the woods. In addition to connecting the homeless population to the 211 system you will identify any support services they may lack such as mental health counseling, substance abuse counseling, primary health care, and basic needs such as food, hygiene, clothing and shelter. The Outreach Worker will approach the target population on the streets, loitering in or around Town Buildings or offices, in the Community Kitchen/Pantry, Library, and Probate Court.

The ideal individual will be familiar and comfortable with homeless individuals and street culture and will be able to demonstrate an ability to establish trusting, boundary safe relationships with these individuals.

The Community Outreach Worker reports to the Director of Services and is part of the Manchester Area Conference of Churches Team. This is a part-time hourly employment, not to exceed 18 hours per week.

RESPONSIBILITIES:

1. Provide respectful engagement and establish time to complete an initial assessment
2. Help navigate emergency shelter through 211 if appropriate
3. Full intake and evaluation of immediate need(s)
4. Access to Support Services
5. Referrals to appropriate Mental health, emergency substance abuse, housing, Obtain health care
6. Build relationships to remove barriers and help move in a positive direction to get back on their feet
7. Transportation assistance for medical, probation, employment and support service appointments.
8. Arrange showers and access to laundry services. Note: in summer showers and laundry facilities will be made available at least 2x's per week.
9. Document engagement and case notes for each client.
10. Engage with community partners and participate in local advocacy groups such as but not limited to Community Health Resources (CHR), Manchester Community Services Council (MCSC), ECHN, Behavioral Committee and the East of the River Continuum of Care (COC), Crisis Intervention Team (CIT), Monthly Town/MACC meetings.
11. Work with the Director of Services to develop best practices that can be replicated with other clients.
12. All other duties as assigned by Director of Services.

The Community Outreach Worker will collaborate with human service agencies such as Social Workers from The Senior, Adult and Family Service Center, CHR-PATH (Projects for assistance in transition from Mental Health), Journey Home, Community Police and the Veterans' Administration Outreach Program. The Outreach Worker will work with all professionals who are appropriate for evaluations, referrals to resources and/or treatment.

SKILLS:

1. Good organizational skills and ability to communicate clearly and effectively (verbally and in writing)
2. Interview target population effectively, perform needs assessment & determine the most appropriate action
3. Ability to work in fast paced and times, chaotic environment
4. Ability to act as an advocate for the homeless and people with multiple health, mental health and addiction issues.
5. Ability to work independently and as part of a team
6. Respect confidentiality laws and follow HIPPA regulations (both inside and outside of MACC charities)
7. Attention to detail, use of investigative questions and consistent follow through

OTHER: Ability to work within MACC policies and procedures

EDUCATION/QUALIFICATIONS:

We are looking for someone who has a passion for the people we serve. The Outreach Worker has a positive mindset and go-getter attitude for engaging the chronically homeless individuals.

- Bachelor's degree OR Associate's degree with at least 3 years' experience in the field is preferred.
- Skills and competence to establish respectful, trusting relationships with persons with histories of homelessness, severe and persistent mental illnesses and co-occurring serious substance use disorders.
- Experience on PROVIDE data base is preferred
- Excellent verbal, written, and interpersonal communication skills

All resumes can be sent to sbaldassario@macc-ct.org

"Manchester Area Conference of Churches: Mobilizing our Community to break cycles of poverty"