

FAMILY RESOURCES, INC.
POSITION DESCRIPTION

Position Title:	Lead Outreach Specialist	Program:	Street Outreach Program
Position Level:	Case Manager	Reports To:	Senior Director

POSITION FUNCTION/OVERVIEW:

The role of the Lead Outreach Specialist will be to provide direct services to homeless and at-risk youth through the Street Safe program and provide leadership and supervision to program staff. This position is to proactively engage and establish rapport through relationship building with runaway, homeless and street youth and their families. The program's ultimate goal is to prevent the sexual abuse or exploitation of young people living on the streets or in unstable housing.

PRIMARY DUTIES/RESPONSIBILITIES:

- Coordinate activities in the Access Center
- Develop outreach team schedules
- Build relationships based on trust with the youth so as to determine needs and appropriate dissemination of referrals and information.
- Conduct street-based education and outreach.
- Develop and maintain linkages with community agencies as a means to coordinate service delivery.
- Conduct individual needs assessments using a trauma informed approach.
- Maintain up to date information and referral to health care and social service agencies.
- Conduct crisis intervention as needed as well as follow up support
- Provide HIV/AIDS, safe sex information, substance abuse education and information.
- Provide transportation via agency vehicle for youth to secure needed identification/vital documents, shelter/housing, job search and other needed services.
- Provide survival aid including first aid kits, healthy snacks, water, blankets, clothing like underwear and outer wear to protect against the weather, flashlights, toothbrushes and toothpaste, feminine hygiene products, sewing kits, self-care kits for common illnesses, cards with emergency phone numbers, resource lists of homeless shelters, food pantries and free medical facilities, and legal aid information cards while conducting outreach.
- Educate youth at risk of becoming street youth on the dangers of street life.
- Complete data entry into HMIS and/or other data systems within the required timeframes.
- Maintain up to date records on all units of service and client files.
- Follow agency Code of Ethics.
- Attend outdoor events in the county known to have high concentration of homeless youth to increase presence.
- Maintains vehicle in good working condition, including cleanliness and safety checks.

- Performs routine preventative maintenance as directed by Agency policy, Federal and State requirements, and all regular State and local inspections, permits, and registration requirements.
- Inspects and documents vehicle condition on a per trip basis and monthly basis, completing the required Agency forms.
- Assist with activities, fundraisers, etc.
- Train other street outreach staff
- Provide leadership to other Outreach staff
- All other duties as assigned.

QUALIFICATIONS REQUIRED:

- Bachelor's Degree and experience working with children & families.
- Bilingual – English & Spanish preferred.
- Work hours include, but are not limited to, evening, late nights and weekends.
- Demonstrated knowledge of available community services and the social services delivery system.
- Demonstrated interpersonal and communication skills.
- Demonstrated ability to organize, manage time and prepare and complete accurate, comprehensible records in a timely manner.
- Demonstrated proficiency with computers and data systems.
- Ability to maintain professional working relationships with outside agencies.
- Ability to respond positively to direction and constructive feedback.
- Ability to work independently and utilize initiative.
- Ability to advocate for needs of the clients when appropriate.
- Conduct oneself in an ethical manner, promoting positive role modeling.
- Ability to maintain confidentiality.
- Ability to work effectively with individuals from a variety of cultural and ethnic backgrounds. Must demonstrate awareness, acceptance, and ability to work with the LGBT community
- Must demonstrate awareness and acceptance of cultural differences of clients, staff and community contacts
- Demonstrated ability to follow instructions, adhere to established work rules, including, but not limited to, agency policies and procedures.
- Valid Florida driver's license, clear driving record and current automobile insurance required.
- Must have background screening in compliance with Department of Juvenile Justice.

POSITIONS SUPERVISED:

None

Employee's Signature

Date

Employee Print Name

Supervisor's Signature

Date