

**FAMILY RESOURCES, INC.**  
**POSITION DESCRIPTION**

<b>Position Title:</b>	Outreach Specialist	<b>Program:</b>	Street Outreach Program
<b>Position Level:</b>	Case Manager	<b>Reports To:</b>	Lead Outreach Specialist

**POSITION FUNCTION/OVERVIEW:**

The role of the Outreach Specialist will be to provide direct services to homeless and at-risk youth through the Street Safe program. 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:**

- 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.
- Provide information and referral to health care and social service agencies.
- Conduct crisis intervention as needed.
- 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 follow up support as needed to ensure linkage.
- Distribute 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.
- Assist with activities, fundraisers, etc.
- All other duties as assigned.

**QUALIFICATIONS REQUIRED:**

- High School Diploma, GED or higher degree
- At least two year's experience working with children & families.
- Bilingual – English & Spanish preferred.
- Must be able to work evenings, evening, late nights and weekend hours.
- 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 diving record and current automobile insurance required.
- Possess a personal cellular phone for use in accordance with agency policy and procedures.
- Must have background screening in compliance with Department of Juvenile Justice.

**Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. This description reflects management's assignment of essential functions, it does not prohibit or restrict the tasks that may be assigned.**

**PHYSICAL DEMANDS:**

- The ability to lift 10-15 pounds regularly
- Frequent sitting, standing and/or walking daily
- Frequent stooping, kneeling and reaching
- Frequent use of hands and fingers daily
- The ability to hear and respond quickly to sounds.
- Close, distance and peripheral vision
- Being outdoors during day/evening/night regularly
- Frequent driving

**POSITIONS SUPERVISED:**

None

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Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Print Name

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date