



August 2024

FLSA: Non-Exempt

SENIOR OUTREACH WORKER

DEFINITION

Under general supervision, plans, organizes, coordinates, and provides direction and oversight for an assigned UPLIFT Program; assists our community's homeless population and exhibits dedication to the mission and vision of the Eureka Police Department, Community Safety Enhancement/Engagement Team (CSET), Eureka Community Services and UPLIFT; performs a variety of advanced administrative functions in support of assigned programs and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel however vast majority of work is performed independently without direct supervision. Exercises general and direct supervision over assigned staff and volunteers.

CLASS CHARACTERISTICS

This advanced-level class has lead program coordination, administrative, and/or day-to-day operational responsibilities. Incumbents are responsible for supervising, coordinating, and participating in the operations of an assigned UPLIFT program. Specific responsibilities may vary, depending upon the site, programs or projects to which assigned. The nature of the work performed requires an employee in this class to establish and maintain effective working relationships with all others contacted in the course of work.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, directs, organizes and supervises multiple Social Services projects including Housing, Outreach, Supportive Services, and Resource Navigation.
- Plans, coordinates and supervises the collection of data.
- Works directly with Homeless Services Programs Supervisor, and in partnership with the Eureka Police Department, to direct, street-based outreach to homeless members of our community.
- Assists in providing access to health, housing and social service resources for those experiencing homelessness, addiction and mental illness, with an ultimate goal of lessening their impact on police and emergency services.
- Utilizes a community resource guide to direct those in need to emergency and long-term social service needs.
- Assists in crisis intervention and de-escalation during critical incidents.
- Manages multiple cases efficiently and effectively, utilizing good organizational skills.
- Organizes daily events, directs and monitors the work of support staff, and participates in the implementation of assigned program activities.

- Fosters positive relationships with program participants, built upon trust, which motivates participants to participate in services in order to improve their quality of life.
- Advocates for those experiencing homelessness, addiction and mental illness.
- Acts as a division representative to local residents, governmental agencies, community groups, private businesses, and others concerning questions, problems, concerns, and activities in the provision of assigned UPLIFT program.
- Assists in the recruitment, selection and scheduling of part-time staff and volunteers; provides supervision, training, orientation, and guidance to assigned staff; prepares weekly and daily schedules for all assigned personnel as directed; when applicable, provides input to performance evaluations for assigned full-time staff assigned to program, and evaluates part-time personnel.
- Maintains records and files on all participants; updates emergency and other pertinent information on a regular and as needed basis.
- Focuses on identifying appropriate resource needs unique to each homeless individual.
- Promotes safety and renders first aid as required.
- Documents all incidents involving injury, behavioral problems, and/or any unusual events; communicates as appropriate to supervisor and others; maintains all related records.
- Participates in ensuring compliance with relevant health, safety, and licensing laws and guidelines; maintains and updates all records required by state and local regulatory agencies.
- Works closely with other program coordinators to conduct program activities.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles of employee and volunteer supervision and training.
- Principles, practices, methods, techniques, procedures, and service delivery needs related to the program area to which assigned.
- Local resources for mental health, housing, domestic violence, etc., and the processes by which to access these resources.
- Mental health illness, addiction and issues faced by homeless individuals.
- Applicable Federal, State and local laws, regulations, codes and guidelines related to the program area and facilities to which assigned.
- Modern office practices, methods and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Plan, supervise, coordinate, review and evaluate assigned UPLIFT program, as well as volunteers and staff.
- Plan and prepare UPLIFT program activity schedules, staffing schedules, rosters, flyers, reports and other related program materials.
- Interpret, apply and explain applicable Federal, State and local policies, procedures, laws and regulations.
- Work effectively with people of varying racial, ethnic, cultural, educational and socio-economic backgrounds.
- Display appropriate, professional, healthy boundaries and exercise mature judgment and understanding of safety concerns.
- Respond to medical emergencies and injuries in a calm and effective manner, including providing basic first aid and/or cardiopulmonary resuscitation.

- Prepare written narratives, correspondence, notices, newsletters, and reports in a clear and concise format.
- Maintain and update a variety of files and records including confidential documentation.
- Adapt well to changing priorities and challenging individuals.
- Understand and carry out both oral and written instructions in an independent and timely manner.
- Organize own work, set priorities and meet critical time deadlines.
- Maintain a non-judgmental attitude and a display of unconditional positive regard; is caring and compassionate.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to the completion of the twelfth (12th) grade supplemented by college-level coursework in social services, or related field, and
- Four (4) years of work experience in social services, varied community outreach or customer service experience which involves frequent public contact, including
- One (1) year of lead or supervisory experience.

License:

- Valid California class C driver's license with satisfactory driving record may be required.
- Must obtain First Aid & CPR certification within 12 weeks of hire.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, and over the telephone. This job involves fieldwork requiring frequent walking, sometimes on uneven terrain. Finger dexterity is needed to access, enter and retrieve data using a telephone, computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, and reach. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work indoors and outdoors, and will be exposed to moderate to loud noise levels, cold and hot temperatures, and inclement weather conditions. Additionally, employees will be required to work in areas inhabited by homeless persons, which include exposures to unclean environments with potentially hazardous physical substances and fumes, and which may require interaction with challenging or upset individuals.

WORKING CONDITIONS

May be required to work evenings, weekends and holidays.