

Arlington Street People's Assistance Network (A-SPAN)

Day/Outreach Worker (HSC)

Job Description

Overview: The Day/Outreach Worker provides customer services during the hours when the Day/Outreach program is open. This individual also does active Outreach within the community. The Day/Outreach Worker seeks out homeless people in Arlington County and provides emergency services and as part of a team, assists them to additional services. This position serves a diverse homeless population that access the Day/Outreach Program. The incumbent will interact with clients, members of the public, security personnel deployed to the center and other service providers. The Day/Outreach Worker will report to the Assistant Director, Day/Outreach Programs.

Duties:

1. Actively seek out and work with homeless persons throughout Arlington County initiating the process of engagement to support additional services. Build trust and rapport by offering emergency assistance such as food, clothing, sleeping bags, and shower vouchers.
2. First point of contact for many clients and community members, must maintain a friendly, courteous attitude and have good communications skills, both in person and by telephone.
3. Participates in Outreach programs (CUMC), (HBMP), and street homeless calls.
4. Participates in planning of community room policies and direct operation of the community room to ensure effective and efficient client service delivery.
5. Directing operation of the Day/Outreach Program to ensure effective and efficient client services delivery during walk-in hours, assist clients in accessing available services.
 - Informs individuals of all available services offered at the Day/Outreach Program.
 - Assisting persons in crisis to ensure safety.
 - Receives and record donations – (provide donation slips to donors for tax purposes)
 - Maintains a daily log of client contacts and services.
 - Provides an outreach response to calls from members of the community including religious institutions, citizens and businesses regarding sightings of homeless individuals to the Assistant Director, Day/Outreach Programs.
 - Ensures safety of clients and staff in fire and other emergencies.
 - Ensures clients compliance with agency policy and rules.
 - Assists clients within limits in processing issues and problem-solving.
 - Checks for contraband in facility through general observation, room or package/purse
 - Conducts periodic inspections of the facility and grounds through periodic rounds and CCTV monitoring to ensure security of facility.
 - Enforces periodic fire drills and perform other safety duties as directed to ensure safety of clients, including implementing emergency evacuation protocol.
 - Answers telephone and route calls or messages to appropriate staff. Respond to in-person and telephone inquiries from the public.
 - Receives, accounts for and secures all donations received during the shift, as well as provide donation receipts to donors upon request.
 - Provides daily facility oversight for such items as ordering of supplies (in liaison with the Assistant Director, Day/Outreach Programs).
 - Receives deliveries and incoming mail and distribute accordingly.
 - Reports needed repairs and pertinent items in relation to the facility that may affect services at Day Program to Facilities Maintenance at ext. 4422 and the

Assistant Director, Day/Outreach Programs. .

- Maintains cleanliness of Dining Area, Lobby, Front desk, and Client Restrooms.
6. Performs informal intake assessments to determine individuals' social and economic needs, noting observations on possible mental health and substance abuse issues through the administration of the VI-SPDAT as well as other engagement tools.
 7. Coordinates with other shelter and day program staff to present "moving on classes" and other activities offered to Day/Outreach Program clients.
 8. Develops and implement Day Programming for clients 20-25 hours per month with the assistance of the Volunteer/Special Events & Executive Coordinator.
 9. Completes an intake for each client who enters Day/Outreach Program and street homeless in accordance with the CAS System in HMIS.
 10. Coordinates all efforts towards housing (Day/Outreach clients) in collaboration with DHS and community partners.
 11. Coordinates all services and resources available to homeless individuals such as:
 - accessing available services
 - Identity documents
 - benefits
 - health services
 12. Works as part of a team, meeting regularly to share information, strategies, mutual support, and ideas with a primary goal to address the long-term needs of homeless individuals including access to permanent housing.
 13. The Day/Outreach Worker will provide direct program support to clients and work collaboratively with Case Managers to help ensure that clients acquire skills to end homelessness. Maintain contact to provide encouragement, information and referrals relevant to the person's needs including bi-lingual material when needed.
 14. As clients are engaged, refer to Day/Outreach Case Manager for assistance in accessing needed services including treatment for medical, mental health and substance abuse issues as well as social service, housing/shelter and employment services.
 15. Maintains client confidentiality at all times.
 16. Adhere to NASW Code of Ethics.
 17. Light cleaning duties as assigned.
 18. Other duties as assigned.

Qualifications:

The Day/Outreach Worker must have a BSW or similar degree demonstrating education in human service issues or a combination of education and direct work experience. Experience working with homeless persons and working in multi-cultural settings preferred. The ideal candidate will have patience, persistence, and concern for the welfare and potential rehabilitation of each homeless individual. Commitment to diversity and the ability to maintain accurate records and client confidentiality are required. Ability to converse and write in Spanish a must. Driver's license and car insurance required.