



Job Title: Outreach Specialist

Location: 125 N 120th Street, Wauwatosa, WI 53226

Compensation: *Part-Time hourly. \$20/hr*

Hours: Sunday, Tuesday, Thursday (5pm-11pm) ****End time can vary depending on time of year.**

Job Summary

The Street Outreach Specialist is part of a coordinated outreach team that identifies and engages people living in unsheltered locations, such as in cars, parks, abandoned buildings, encampments, and on the streets. The outreach team reaches people who might not otherwise seek assistance or come to the attention of the homelessness service system. Through its work, the team ensures that people's basic needs are met while supporting individuals along pathways toward housing stability and quality of life improvements. Each outreach specialist is responsible for conducting outreach, providing information and referrals, completing assessments, intakes, and delivering concrete services.

Job Responsibilities | Outreach & Engagement:

Street Angels Milwaukee Outreach utilizes a person-centered, "friends-first" approach, that requires flexibility, patience, strong engagement techniques, and empathy.

- Work collaboratively to provide targeted street outreach to identify unsheltered homeless persons living on the streets or other places not meant for human habitation.
- Drive outreach routes throughout Milwaukee County. Safely operate a small transportation bus in all weather and road conditions.
- Outreach will occur in identified "hot spots" at times when individuals are most likely to be found. (Our street outreach occurs between 6pm-12am, depending on time of year).
- Establish rapport and reduce harm by providing critical, life-saving resources such as food, water, clothing, blankets, and other necessities.
- Using a trauma-informed approach, provide crisis intervention, harm reduction, and Culturally Responsive competent engagement techniques.
- Respond to calls/requests from the community (public agencies, businesses, libraries, schools, family members, etc.) regarding individuals and families found to be living on the streets, cars, or other place not meant for human habitation.
- Assist and engage with unsheltered homeless neighbors until shelter or permanent housing is obtained.
- Provide advocacy for those experiencing unsheltered homelessness when they encounter barriers.
- Work as a team with the other street outreach staff and volunteers to alternate responsibilities and negotiate tasks to ensure safety protocols are met.



- Be mindful of racial inequities and disparities among people experiencing houselessness and tailor and customize their efforts to ensure that equity is being achieved within their outreach activities and outcomes.
- Utilize problem-solving techniques to identify strengths and existing support networks, explore possible safe housing options outside the homelessness service system, such as reunification with family, and connect the individual to community supports and services.
- Maintain complete client records, daily activity logs, mileage logs, and other reports as directed.
- Maintain positive, productive working relationships with mental health programs, shelter programs, police (and other local officials), and providers of services and resources to homeless neighbors.
- Be responsible for safety and proper use of cell phones and other equipment.

Qualifications

- 1+years of experience performing Street Outreach or equivalent experience.
- Driver's license, clean driving record, auto insurance, and access to personal vehicle.
- Ability to lift up to 40 pounds.

Required Skills

- Ability to express ideas clearly and concisely, verbal and written.
- Ability to problem-solve and make decisions in chaotic and/or stressful situations.
- Strong interpersonal and direct communication skill.
- Ability to work flexible hours.
- Embody non-judgmental, non-coercive provision of services and resources.
- Active listening.
- Basic understanding of mental health, physical health, and substance abuse issues and their symptoms.
- Demonstrate tact and courtesy in expressing options or ideas'
- Displays appropriate, professional, healthy boundaries and exercises mature judgment and understanding of safety concerns.
- Ability to manage multiple cases efficiently and effectively.
- Adapt well to changing priorities and challenging individuals.
- Effectively works within a team and successfully motivates others.
- Maintains personal and professional integrity and handles confidential information with discretion.
- Ability to tolerate being outdoors in all weather, while conducting various levels of outreach to homeless neighbors.



Physical Demands, Environmental Conditions: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disability to perform the essential job functions. This unique position requires team members to walk long distances on rugged terrain, carrying bags with supplies that weigh between 20-25 pounds, all year around in all weather conditions.

Other duties

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.