



POSITION ANNOUNCEMENT – PLEASE POST

POSITION TITLE: Street Outreach Specialist  
PROGRAM: Portland-Street Outreach/Willamette Bridge Programs  
OPENING DATE: July 27, 2017  
CLOSING DATE: Until Filled  
HOURS/WEEK: 36  
STATUS: Regular, Benefit- eligible, Non-exempt

SCHEDULE: To be determined.

WAGE/BENEFITS: \$13.00 per hour. Janus offers an excellent benefits program including medical, dental, life & long-term disability insurance; EAP; 401(k) and paid time off (varied eligibility waiting periods apply). Voluntary optional coverages are also available.

TO APPLY: Submit a resume and cover letter to Neal Sand, c/o 707 NE Couch St., Portland, OR 97232 or by e-mail to [nsand@janusyouth.org](mailto:nsand@janusyouth.org).

Due to the volume of applications received, we regret that we can contact only those applicants who are invited to interview. If it happens that you are not contacted to arrange an interview, please know that we are grateful for your interest in employment opportunities at Janus Youth Programs.

Janus Youth Programs, Inc. is an Equal Opportunity Employer. Find out more about Janus at our website, [www.janusyouth.org](http://www.janusyouth.org)!

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**SUMMARY:** The Street Outreach Specialist position provides critical engagement with street affected youth as well as businesses, community partners and other stakeholders for the purpose of crisis intervention, information sharing and referrals to services. The purpose of this position is to engage and develop professional, trusting relationships with street-entrenched Transition Age Youth, 25 and younger, to assist their transition off the streets and into shelter, stable housing and/or introduce them to employment or educational opportunities. This position involves making regular outdoor contact with homeless and street-dependent youth primarily but not limited to the downtown core and requires going to where youth congregate (under bridges, forested areas, abandoned buildings, schools, service agencies, and other areas where youth camp on a daily basis). The position requires extended outdoor walking in inclement weather conditions with a small team of Outreach Specialists, peer advocates and volunteers. The Outreach Specialist coordinates with the Program Supervisor to determine a flexible work schedule that best meets the needs of vulnerable youth. This may require occasional evening and early morning shifts as well as occasional weekend shifts. The Outreach Specialist coordinates with the Program Supervisor and Program Director to provide regular ongoing training and coaching for our volunteer teams and may participate in volunteer interviews. This position requires approval to drive an agency vehicle.

The Street Outreach Specialist position partners with Janus Youth Access Center staff (primarily on Mondays and Fridays) to assist as the single entry point to Homeless Youth Continuum services. This includes screening youth in need of services, determining eligibility and appropriate referral, and light data entry and reporting on each youth. The Street Outreach Specialist position also partners with Yellow Brick Road of Washington, a similar program located in Vancouver, Washington, with staff exchanges occurring once monthly.

### **Education and Experience Requirements**

1. Bachelor or Master's Degree (in counseling or other related human services track) preferred.
2. Experience positively engaging with youth experiencing poverty, homelessness, substance abuse issues, mental health issues, and/or sexual exploitation.
3. Experience in counseling/case managing highly marginalized youth who may be reluctant to engage in services.

### **Required Knowledge, Skills, and Abilities**

1. Extensive exercise of judgment, within program guidelines.
2. Must value working in a multi-cultural/diverse environment.
3. Knowledge of local juvenile/adult justice and youth/adult social service systems.
4. Fluency in spoken/written Spanish preferred.
4. Commitment to on-going training.
5. A commitment to the principles of Positive Youth Development and demonstrated ability to work with young people as employees.
6. A commitment to a Harm Reduction model and "meeting youth where they're at."
7. Knowledge of Motivational Interviewing and the Stages of Change, Trauma Informed Care and Restorative Justice preferred.
8. Demonstrated ability to maintain paper and computerized information system.
9. Demonstrated ability to problem solve, exercise independent judgment within program guidelines, and respond to crisis situations.
10. Strong communication skills, both written and oral, and the ability to work effectively with a wide range of staff and people - including business owners and employees, police, neighbors, parents, and professional "system" employees.
11. Ability to climb at least two (2) flights of stairs.
12. Ability to walk for extended periods, including regular exposure to inclement weather and rugged terrain.
13. Ability to carry an outreach bag weighing approximately 20 pounds up to 50 pounds.
13. Ability to accurately read, record, and interpret information using computerized and paper systems.
14. Ability to work effectively within a team-dependent environment and a willingness to receive and act upon feedback.
15. Ability to communicate effectively in English, both orally and in writing, and to give oral and written instructions.
16. Ability to maintain visual and auditory awareness of youth.
17. Ability to exercise tact, discretion, and judgment in working with a variety of people.
18. Genuine concern for young people and ability to treat all people with dignity and respect.
19. Ability to maintain appropriate professional boundaries in working with others and in handling confidential information.
20. Ability to regularly attend and be punctual for scheduled work commitments and meetings, and be in a condition suitable for assuming responsibilities of position.
21. Manual/physical dexterity allowing for performance of routine office functions such as copying, faxing, phone use, filing, computer entry, etc.

### **Other Requirements:**

- This position does require driving for work purposes. A valid driver's license and a driving record meeting the agency's corporate auto liability requirements is required. If driving a personal vehicle, proof of personal auto liability coverage is also required. Any employee that drives for work purposes (either an agency vehicle or their personal vehicle) must first complete the agency's driving approval process before driving for work.
- Must have TB test within first two weeks of employment.
- Must pass criminal history check.
- First-Aid/CPR Certification required.
- Bloodborne Pathogen Training upon hire and annually renewed.

### **Outreach Responsibilities:**

1. Consistent outreach presence will be important in this position. Regular, appropriate, and professional contact on the streets of downtown Portland is needed in order to adequately develop trusting supportive relationships with street dependent youth and local stakeholders.
2. Outreach will be conducted daily while on duty, primarily in the downtown core during business hours.
3. Develop trusting relationships with youth on the streets with the eventual goal of engaging them in other services (emergency shelter, case management, housing, employment programs, etc.) or in transitioning off the streets.
4. Understand and be knowledgeable about adult services in order to work with youth that have aged out of the Homeless Youth Continuum or are too old to access HYC services.
5. Act as an advocate for youth and assist them with eliminating any barriers to services.
6. Provide on-site crisis intervention services.
7. Understand and be knowledgeable about local referral agencies and develop professional working relationships with the agency staff.
8. Carry outreach supply bag weighing up to 50lbs and distribute basic medical, hygiene and other supplies as needed. The supply bag is primarily a tool for engagement.
9. Participate in meetings as requested by Program Supervisor.
10. Participate in biennial Street Counts.

### **Yellow Brick Road Street Outreach Program:**

The Street Outreach Specialist will work in coordination/conjunction with the Yellow Brick Road Street Outreach Program to ensure that the continuum of outreach services provided by Janus Youth Programs is effective as well as comprehensive; reaching the widest range of homeless and street dependent youth in the Portland metropolitan area. This includes assisting with street training of volunteers as and other programmatic duties as needed. Outreach Specialists operate a weekly stationary outreach "Office Hours" program in the Janus shelter facility every Thursday. This position may also involve some public speaking engagements as assigned by the program Supervisor.

### **Access Center:**

The Street Outreach Specialist will partner with Intake Specialists at the Janus Youth Access Center during the week as assigned. The Access Center is the entry-point "hub" for all Homeless Youth Continuum services and the mobile gateway to supportive services. Intake Workers and Outreach Specialists will "screen" youth to determine eligibility, level of vulnerability and most culturally and developmentally appropriate referral.

**General Duties/Responsibilities:**

1. Perform assigned or required computerized and paper record keeping duties according to program policies, guidelines, and/or supervisory instruction in a timely manner.
2. Manage interactions and crisis situations constructively and within program policies and guidelines.
3. Model and encourage direct, professional communication within the program and community, and facilitate development of a positive working environment.
4. Maintain appropriate boundaries and adhere to policies and guidelines established in the agency personnel policies, and Willamette Bridge Program's service provision policies.
5. Provide emergency first aid and CPR as trained and maintain current standard first aid and CPR certification.
6. Complete other duties as assigned by the Program Supervisor, Director of Homeless Youth Services and/or Executive Director.

**Regular Meetings:**

The primary focus of this position is conducting on-the-street outreach services. A limited amount of time is needed to coordinate services and plan outreach activities. The following is a list of meetings that the Street Outreach Specialist will need to attend:

1. Supervision with supervisor at least once monthly (more often as needed or requested).
2. Weekly staff meeting, Thursday 10:30am-11:30am.
3. Monthly Outreach & Engagement meetings when convening.
4. Other meetings as needed and assigned.

**WORKING CONDITIONS:**

1. Will involve exposure to communicable diseases that can encompass a variety of infections and illnesses, including the common cold, flu, TB, Hepatitis, Meningitis, and HIV.
2. Will involve exposure to vicarious trauma and emotionally demanding situations.
3. Will involve exposure to extremely traumatized adolescents, young adults and families.
4. Will involve exposure to severely drug affected people and people with acute mental health issues.
5. This position will be assigned an agency cell phone to be used while on outreach.
6. Involves primarily outdoor work in a "street" environment.
7. Position typically works Monday-Friday but does occasionally require working weekend hours and/or time in excess of routine hours.
8. Work will involve making contact with homeless and street dependent youth in a wide geographic area in the Portland metropolitan area. Generally, the work setting will require the employee to go where youth are residing (camping/squatting) which may involve going under bridges, interstate overpasses, forested areas, abandoned buildings, and other areas to locate youth camps. (Outreach conducted in these areas will generally be accomplished with two employees.)

This position description is intended to give the reader a general idea of the overall purpose and the main activities and responsibilities that are intrinsic to this position. While this description is intended to be representative, it is not intended to be limiting.

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