



JOB DESCRIPTION

Position:	Peer Outreach Worker
Job #:	NC05041705
Status:	Full-time
Exemption/Status:	Non-exempt
Program/Location:	Outreach/Napa County
Supervisor(s):	Program Manager

Agency Background:

Abode Services is a community based organization founded in 1988. Services include support services to families as well as adults without children. The mission of Abode Services is to end homelessness by assisting low-income un-housed people to secure stable, supportive housing and to be advocates for the removal of the causes of homelessness. The agency provides services throughout Alameda County, Santa Clara County, San Mateo, Santa Cruz and Napa Counties; this position will provide services in Napa County.

Program Information:

The Outreach team provides outreach and engagement services to participants experiencing homelessness in Napa County. This team works to build rapport, identify appropriate resources, and link to services meeting immediate needs. The Outreach team supports participants wherever they call home including the streets, jail, hospitals and other crisis settings, etc. The goal of the this program is to link people to interim and permanent housing and other appropriate services (mental health, substance use, benefits, primary health, etc)..

Job Purpose Summary:

This position will provide outreach, engagement, and rapport building to participants. Through the use of their story of recovery, the Peer Outreach Worker will instill hope and support and inspire others to embrace their recovery. Additionally, this person will help refer and link participants to housing and health related resources.

Job Responsibilities:

- Provide outreach, engagement, and rapport building to prospective participants.
- Use story of recovery to instill hope and support and inspire others to embrace their recovery.
- Provide direct services to participants including: outreach, engagement, and rapport building, linkage and referral to services to meet participant's immediate need, and crisis counseling.
- Utilize motivational interviewing to support participants in seeking mental health services.
- Accompany participants to appointments and other services..

- Support participants as they navigate the criminal justice and court systems. Advocate for participants by interacting with judges, court mental health staff, public defenders, etc.
- Provide support, role modeling, and coaching to participants in the program.
- Provide linkage and warm hand offs to long term mental health providers.
- Collect data and provide information for reports to funders and other community partners regarding services provided and outcomes.
- Track data for reporting, maintain case notes, and appropriate records and files Participate in case conference, team meetings, and periodic training opportunities.
- Other duties as assigned.

Qualifications:

- Bachelor's degree preferred but not required if candidate has equivalent work or field experience working with people experiencing homelessness.
- Lived personal experience with mental illness, homelessness, and/or substance use recovery required.
- Bilingual Spanish or other language preferred.
- Understanding and practice of culturally sensitive components of direct service delivery through open dialogs and self-exploration with diverse group.
- Must possess strong engagement skills.
- Strong organizational, detail orientated, and time management skills.
- Excellent verbal and written communication skills. Strong time management skills. Must be able to juggle multiple priorities at once.
- Ability to build supportive and respectful working relationships with participant.
- Ability to effectively intervene in crisis situations using de-escalation techniques.
- Proven ability to work independently, effectively as an individual and part of the team.
- Strong community networking skills and ability to build resources and relationships that improve continuity of care.
- Ability to work flexible hours, including some weekends and evenings.

Notice: This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. Abode Services reserves the right to change, add, delete, upgrade or downgrade the position as dictated by business necessity at anytime with or without notice.

Abode Services is an Equal Opportunity Employer / Drug Free Workplace