



A 5-YEAR PLAN TO  
ADDRESS UNSHELTERED &  
SHELTERED HOMELESSNESS  
IN DULUTH, MN

[SteppingOnUpDuluth.org](http://SteppingOnUpDuluth.org)

## Job Description: Outreach Worker

Exempt: No	Date: March 2023
Hours: 40 Hours/Week	Supervisor: Project Organizer
Status: Full Time \$20/hr.	Approved by: UHSPD

### Summary of the Role

This position is responsible for providing direct, one-on-one support to people experiencing homelessness as part of the 5-year Stepping On Up plan. Primary responsibilities of the Outreach Worker are to build rapport with people experiencing homelessness; assist and support each individual's connection to shelter, services and stable housing; and to develop systems of accountability and security at sanctioned outdoor villages. The Outreach Worker will work alongside a multi-agency team to develop and implement best practices to assist people in moving from unsheltered homelessness to housing stability.

**The Outreach Worker will be scheduled to work 8 hours daily, 5 days per week. One weekend day is included in the week. Time will be flexed subject to emerging needs.**

### Responsibilities

- Locate and build rapport with people experiencing homelessness.
- Maintain presence on streets, camps, and in places where people experiencing homelessness congregate.
- Establish and maintain working relationships with providers in the community; develop knowledge of available resources.
- Participate in coordinated Stepping On Up team meetings.
- Maintain communications with law enforcement and other emergency providers; participate in Community Intervention Group meetings.
- Refer people in need to appropriate services; continue to engage until shelter, then housing obtained.
- Transport clients, where necessary and reasonable, to appointments and other services
- Advocate for individuals when they encounter barriers.
- Follow up on tips from senior outreach staff and the broader community.
- Complete accurate case notes; log all contacts.
- Coordinate onsite services at the Warming Center, SafeBay and outdoor village sites.
- Assist with management of outdoor village sites, including weekly resident meetings.
- Refer potential residents from among the unsheltered population to outdoor village sites.

- Maintain regular communication with and/or attend meetings of the Stepping On Up Resident Support Committee and Good Neighbor Committee; participate in problem solving with neighbors and coordinate volunteer efforts to support outdoor villages as appropriate and welcomed by residents.
- Maintain a priority caseload of up to 20 people living in sanctioned outdoor villages.

### **Qualities of an Outreach Worker**

- Commitment to our values of ending homelessness through action and advocacy.
- Passion for working with individuals experiencing unsheltered homelessness, substance use disorder, and mental illness.
- Understanding of root causes of homelessness and barriers to housing
- Motivated by both best practices and innovative approaches to unsheltered homelessness.
- Cultural competency and willingness to learn about the cultural needs of people experiencing homelessness, particularly Black and Indigenous populations.
- Thrive in an unpredictable work environment.
- Respond to voicemails, emails, and other communication promptly and clearly.
- Be meticulous in protecting clients' private data.
- Collaborate effectively with team members, other Stepping On Up programs, and external organizations.
- Seek out professional growth, training opportunities, and additional tasks.
- Maintain a professional attitude in the face of change, challenging and stressful situations.
- Understand and adhere to mandated reporting responsibilities.
- Be able to work both inside and outside at all times of the year and traverse hilly and wooded terrain.

### **Qualifications**

- Valid driver's license and reliable transportation
- Pass background check.
- May be required to use a personal vehicle for work.
- Bachelor's, or Master's degree in a relevant field such as Social Work, Human Services, or Family Studies along with some professional experience desired.
- Associates degree along with equivalent combination of professional and personal experience will be considered.
- Knowledge of Mental Health First Aid and Trauma Informed Care

**To Apply:** Please send a cover letter and resume by e-mail to [chum@chumduluth.org](mailto:chum@chumduluth.org) with "Street Outreach Worker" in the subject line. Resumes will be reviewed as received and the position will be open until filled.

***Candidates with lived experience of homelessness and BIPOC individuals are strongly encouraged to apply.***