



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

SteppingOnUpDuluth.org

Job Description: Street Outreach Worker

Exempt: No

Status: Full time

Salary Level: Starting at \$20.30/hr

Date: March 2024

Prepared by: Project Organizer

Approved by: Executive Director, Chum

Summary

Stepping On Up, a collaborative of housing and homeless service providers in the Duluth area, is urgently hiring a full time Street Outreach Worker to provide direct, one-on-one support and mobile case management to individuals experiencing unsheltered homelessness. Stepping On Up seeks to transform the homeless response system in Duluth over five years, ensuring that no one is forced to live on the streets and that a person's experience of homelessness is brief. The plan includes the creation of over 300 new units of shelter, transitional and permanent housing, and improved collaboration between homeless service providers.

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. This position will have a specialized but not exclusive focus on people living with opioid use disorder. The Outreach Worker will work alongside a multi-agency outreach team to develop and implement best practices to assist people in moving from unsheltered homelessness to housing stability.

Duties (others may be assigned):

- Locate and build rapport with people experiencing homelessness.
- Maintain presence on streets, camps, soup kitchens and other places where people experiencing homelessness congregate.
- Establish and maintain working relationships with providers in the community; develop knowledge of available resources.
- Participate in multiagency street outreach 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 or resources.
- 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.
- Assist with housing applications and refer potential residents from among the unsheltered population to shelter and housing programs.
- Maintain a priority caseload of individuals utilizing the Warming Center, Safe Bay or other scattered site facilities serving the unsheltered population.

Qualities of an Outreach Worker

- Commitment to ending homelessness through action and advocacy.
- Individualized and person-centered approach to people experiencing unsheltered homelessness, substance use disorder, and mental illness.
- Familiarity with harm reduction practices, overdose prevention and recovery resources.
- Cultural humility and willingness to learn and implement strategies that respond to the unique needs of populations disproportionately affected by homelessness.
- Understanding of root causes of homelessness and barriers to housing.
- Motivated by both best practices and innovative approaches to unsheltered homelessness.
- 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 a team.
- Seek out professional growth and training opportunities.
- Maintain a professional attitude in the face of change, challenging and stressful situations.
- Understand and adhere to mandated reporting responsibilities.
- Be able to work inside and outside at all times of the year, and traverse hilly and wooded terrain.

Education/Qualifications

- Valid driver's license and reliable transportation.
- May be required to use a personal vehicle for work.
- Bachelor's degree in Social Work, Human Services, or other relevant field along with two (2) year's professional experience in human services preferred. Extensive prior experience may offset degree requirements.

Working Conditions and hours:

- 8-hour shifts, 5 days per week, with ability to flex hours based on emerging need.
- Will include evening hours and some weekend shifts.
- Mobile in Duluth, MN and surrounding area with some in person office hours.
- Ability to travel to job sites and meetings.

\$2500 performance-based bonus after 6 months of successful service.

To Apply: Please send a cover letter and resume by e-mail to 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.