



## Job Description - Street Outreach Worker

Status: Full-time

Category: Non-exempt

Salary Level: \$22-23 per hour

Date: May 2025

Supervisor: Dir. of Stabilization Services

Approved by: Personnel Comm.

**SUMMARY:** Chum, with a four-year grant from the State of Minnesota, is establishing a Harm Reduction, Health, and Housing Hub Team (HUB) that will expand access to harm reduction supplies and connection to needed services. Chum will ramp up street outreach, peer support, nursing services, and housing support to provide harm-reducing services to those in active addiction, leading to improved prospects for appropriate housing solutions. Chum seeks another Street Outreach Worker to serve on the HUB Team.

**OVERVIEW:** Chum is a non-profit 501(C)3 organization serving about 8,000 low-income, homeless, hungry, isolated, and otherwise marginalized community members annually. More than 40 faith-based congregations in Duluth are part of Chum and support our core mission: *people of faith working together to provide basic necessities, foster stable lives, and organize for a just and compassionate community.*

Chum operates Shelters – Adult, Emergency Family, Winter Warming, offers Street Outreach, Health and Food Shelf services, and provides permanent supportive housing services for the elderly and for families with histories of homelessness. Our advocacy focuses on policy and systems changes necessary to help improve the lives of people who turn to Chum for services. Chum also provides leadership to Stepping On Up (a collaboration of service agencies) that is working to change Duluth's response to homelessness. We are committed to providing services in a manner that is informed by historic and contemporary forms of marginalization, as well as the current issues of increasing mental illness and substance misuse that challenge our target population. The Street Outreach Worker must be attuned to these struggles and able to understand, articulate, and synthesize how Chum responds to these issues.

**GENERAL DESCRIPTION:** As a member of the HUB Team, the Street Outreach Worker will make connections with a diverse population of participants who are homeless, or in peril of becoming homeless; have a range of behavioral health and substance use issues; and may be working in various stages of their recovery. The Street Outreach Worker, and the HUB Team, will develop and implement harm reduction practices, connect people to needed services, and help them move from unsheltered homelessness to housing stability. The Street Outreach Worker will report directly to the Director of Stabilization Services.

## **ESSENTIAL RESPONSIBILITIES:**

- Develop connections and maintain relationships with people experiencing homelessness.
- Provide direct, one-on-one support and mobile case management to individuals needing assistance.
- Use a person-centered approach when assisting people who are experiencing unsheltered homelessness, substance use disorder, and mental illness.
- Maintain a priority caseload of individuals utilizing the Warming Center, Safe Bay or other scattered site facilities serving the unsheltered population.
- Follow up on tips from other outreach staff and the broader community.
- Participate in HUB Team meetings and work collaboratively with team members to facilitate participant connections with appropriate resources.
- Develop knowledge of available community resources and maintain working relationships with providers, including law enforcement and other emergency providers
- Participate in Community Intervention Group and other appropriate groups as appropriate.
- Transport clients, when necessary and reasonable, to appointments or resources.
- Log all contacts and complete accurate case notes.
- Assist with housing applications, advocate for appropriate housing with landlords, and maintain connections after move-in to help with continued housing stability.
- Follow up with clients via phone calls, home visits, and/or in other settings where they can be found.
- Other duties as assigned

## **ESSENTIAL QUALITIES:**

- Experienced with using trauma-informed, person-centered, and harm reduction practices.
- Understand the root causes of homelessness and barriers to housing.
- Communicates clearly, professionally and compassionately with participants, providers, coworkers and volunteers.
- Thrives in an unpredictable work environment and able to maintain composure in crisis situations.
- Understands and able to adhere to mandated reporting responsibilities.
- Dependable and responsive to voicemails, emails, and other communication.
- Meticulous in protecting clients' private data.
- Able to work independently, with a team, and with your supervisor.
- Possess a valid driver's license and reliable transportation.
- Ability to pass a background check.

## **EDUCATIONAL REQUIREMENTS:**

- Associates 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.

**WORK CONDITIONS AND HOURS:**

- Office at Chum, with regular presence at the Chum Shelter and Drop-In Center, Chum Warming Center and various other locations including encampments.
- Be able to work inside and outside at all times of the year, and (at times) traverse hilly and wooded terrain.
- 8-hour shifts, 5 days per week, with ability to flex hours based on emerging needs.
- May include some evening hours and weekend shifts.

**EMPLOYEE BENEFITS**

Employees of Chum enjoy an exciting benefits package, which includes the following:

- Paid Time Off (PTO)
- Paid Holidays + 2 Floating Holidays
- Bereavement Leave (3 days)
- Employee Assistance Program (EAP)
- Financial Support of Job-related Educational Opportunities
- 403b Retirement Account
- Dental, Life, and Health Insurance
- Short- and Long-Term Disability Insurance
- Health Savings Account (HSA)
- Mandatory Benefits as defined by law

**APPLICATION:**

Please send a cover letter and resume by e-mail to [Chum@chumduluth.org](mailto:Chum@chumduluth.org) with “HUB Street Outreach” in the subject line, or apply using the application form through our website. Resumes will be reviewed as received and the position will be open until filled.