



Revised 6/2020

POSITION DESCRIPTION Outreach Worker

SUMMARY:

The Outreach Worker works to assist tenants and property owners who are managing rental payment arrears challenges which may result in eviction proceedings a result of COVID-19 economic dislocation.

ACCOUNTABILITY:

The Outreach Worker is accountable to the Operations Director or the Executive Director in their absence.

SPECIFIC RESPONSIBILITIES:

The Outreach Worker will:

1. Assist in providing initial outreach and coordination with all Rental Assistance/Eviction Prevention Programs
2. Assist in screening and conducting intakes and assessment interviews with homeless individuals, identify social service and housing needs and make appropriate referrals
3. Develop effective relations with property owners and maintain/update Landlord spreadsheet
4. Maintain complete, timely and accurate documentation of service objectives and outcomes using HMIS/ New Org
5. Assist participants in their identifying housing goals
6. Participate in program-related coalitions, meetings, and partners
7. Attend professional development training
8. Assist with general program administration, monitoring, and evaluation
9. Resolve conflicts effectively
10. Work collaboratively with Case Manager, Tenant Navigator and Operations Director
11. Other duties as assigned by Manager

QUALIFICATIONS:

1. Associate degree in human services, social work, psychology, public health, or a related field.
2. Demonstrated ability to provide one-on-one case management or coaching.
3. Excellent organizational, writing, communication, and problem-solving skills.
4. Ability to manage challenging situations and crises, work independently and collaboratively.
5. Ability to work flexible hours, including evenings and weekends.
6. Employee may not have an Indicated or Founded Child Abuse Offense.

GENERAL:

The Outreach Worker is a full-time non-exempt employee of New Bethany, Inc. and as such is covered by the applicable portions of the Personnel Policy. The position is grant funded and will last for as long as funding remains available. The position begins at \$20 per hour and includes full benefits as a full-time employee.