



## Plymouth & Wareham Outreach Worker

Triage Department/Individual Shelter

### **Mission Statement:**

*Father Bill's & MainSpring is committed to ending and preventing homelessness in Southern Massachusetts with programs that provide emergency and permanent housing and help people obtain skills, jobs, housing, and services. We help people who are struggling with homelessness or are at risk of homelessness to achieve self-sufficiency.*

Father Bill's & MainSpring is a growing and dynamic social service agency with particular expertise in emergency and permanent housing, job training and placement, and prevention services for individuals and families in need. Over the next five years, our strategic focus includes an increase in affordable, permanent supportive housing, a more efficient model of care for families experiencing homelessness, commitment to an enhanced delivery model to reduce the need for shelter, and improved community relations in order to achieve these goals. Our staff are thoughtful and caring individuals who share our passion for these ideals and creative approaches to helping people improve their lives.

We offer a generous benefits package and a comprehensive orientation and training program, as well as ample opportunities for advancement for qualified individuals who show a commitment to our Mission.

### **Position Summary:**

The Triage Outreach Worker is accountable for conducting the intake of and assessing areas of need for new guests and unsheltered individuals, creating an Individual Service Plan and coordinating services with both internal services and outside providers. The person entering this role will be conducting extensive street outreach work, working to reduce the number of men and women who are sleeping outside, assisting guests to stabilize and to achieve stable housing as quickly as possible. This is a full-time position requiring a Bachelor's degree in a related field or equivalent work experience. This position works out of Plymouth and Wareham locations. The hours are 9:00am – 5:00pm, Monday through Friday, with some variation as necessary, specifically during the Winter Shelter season. CPR certification is required and provided by FBMS. AED and First Aid may also be required and will be provided by FBMS.

### **Essential Responsibilities:**

- Conducting outreach both on the streets and in the woods a minimum of twice a week to build professional relationships with those living outside in Plymouth, Wareham and surrounding areas.
- Collect and maintain data-based statistical information; Maintain accurate case records and submit written service outcome reports as needed.
- Ability to strategically solve problems and work cooperatively with peers, managers and community leaders in meeting the agency's strategic and short-term goals.

- In partnership with management and Senior Leadership, participate in strategic planning and program development. Participate in the development and revision of program specific policies; assist with the implementation of new and/or revised outreach policies and protocols.
- Coordinate appropriate linkages to available mainstream services.
- Participate in the creation and/or implementation of client driven service plans.
- Completing assessments, identifying goals and coordinating services with population; strong problem solver; able to combine respectful and assertive approach in helping guests seeking shelter to pursue plans toward movement out of homelessness; an effective advocate with external supports/organizations.
- Help guests find and achieve stable housing as quickly as possible.
- Work with community to educate providers about shelter services and appropriate/inappropriate referrals and to encourage phone referrals and scheduling of intake appointments.
- Provide support, crisis intervention, mediation and service coordination.
- Demonstrate a high degree of confidentiality pertaining to case records and information.
- Attend and participate in staff and collaborative meetings with partner agencies and trainings as required.

### **Skills & Competencies:**

- Empathy: An understanding and empathy for those dealing with homelessness and related issues.
- Professionalism: Maintains the highest level of professionalism in the delivery of services, building of relationships, collaboration with co-workers, and representation of Father Bill's & MainSpring within the organization and the community.
- Communication: Speaks appropriately in positive and/or negative conversations with supervisors, coworkers, volunteers, donors and constituents; Articulates the goals of Father Bill's & MainSpring.
- Record-Keeping: Routine clerical or record-keeping incidental to the essential responsibilities of the job (including, but not limited to, data entry and case file updates).
- Job Knowledge: Possesses the practical and technical knowledge required on the job.
- Attendance: Acceptable overall attendance record, consistently at work and on time.
- Reliability: Relied upon regarding task completion and follow-up. Follows instructions, responds to management direction and solicits feedback to improve performance.
- Initiative: Seeks out new assignments and is willing to be flexible with additional duties.
- Adherence to Policy: Follows safety and workplace expectations, regulations and processes as defined in the Employee Handbook.
- Work Ethic: Demonstrates a commitment to the Mission and adheres to the Operating Principles of Father Bill's & MainSpring and works as part of a team toward a common goal.

### **Other:**

- Safety & Security: Actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
- Travel: Local travel may be required. Valid driver's license and good driving record required.
- Physical Demands: *The demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations under the Americans with Disabilities Act (ADA) may be made to enable individuals with disabilities to perform the essential functions.*
  - Must be able to verbally convey detailed information or important instructions or ideas accurately or quickly. Must be able to hear average or normal conversations and receive ordinary information. Average visual acuity is necessary.

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities required of the employee. Other duties as assigned may be part of the job.

Father Bill's & MainSpring is an equal opportunity employer.