



Outreach Specialist I Position Description

GENERAL INFORMATION

The Outreach Specialist I shall be employed by Matt Talbot Kitchen & Outreach (MTKO), a faith-based hunger relief and outreach program designed to serve the working poor, homeless, and hungry of our community. Said individual shall report to the Outreach Coordinator.

GENERAL FUNCTIONS

The Outreach Specialist I will offer homeless or near homeless individuals and family's on-going support, aid, case management, advocacy, referral, education, compassion, and guidance. The Outreach Specialist I will serve to link homeless or near homeless individuals and families with community resources equipped to address their many needs.

QUALIFICATIONS

The Outreach Specialist I shall have at least two years of experience working with homeless or persons of low-income, be knowledgeable of street culture, and possess an awareness of community resources. A bachelor degree in Human Services or related field is preferred. Life experience may substitute.

In addition, the Outreach Specialist I must possess the following qualities:

- ❖ A genuine interest in and concern for all homeless and near homeless individuals and the ability to advocate for this population with other professionals in the community.
- ❖ Have a valid Nebraska driver's license and proof of insurance.
- ❖ Be knowledgeable of street culture, including where homeless hang-out, how to approach, street language, etc.
- ❖ Develop and maintain resource information on services available for homeless or near homeless individuals and families.
- ❖ Provide outreach to clients which includes such services as crisis intervention, information and referrals, case management assistance, encouragement, support, and compassion.
- ❖ Maintain professional boundaries in the provision of services.
- ❖ Skill in the use of computers and general word programs and the ability to run Clarity reports.
- ❖ Maintain accurate records, statistics, and documentation. Participate in the evaluation of outreach services goal and objectives.

- ❖ In collaboration with the staff team, plan and coordinate the delivery of direct services to clients (foot clinics, ID's, basic needs,) in all aspects of MTKO's program.
- ❖ Help with RentWise rotation and Weekend on-call rotation.
- ❖ Perform other related tasks as assigned by Outreach Coordinator.
- ❖ Adhere to all policies and procedures of Matt Talbot Kitchen & Outreach, Inc.

Affirming Diversity/Culture:

- Incorporate awareness and inclusion of the gender, cultural, racial, social, sexual orientation and economic context of the persons seeking services.
- Conduct work with clients and staff that is fair and equitable and incorporates best practice standards concerning difference and inclusion.
- Seek consultation, training and feedback from colleagues in order to advance skills in providing culturally competent and inclusive services.
- Provide development opportunities for staff to advance knowledge and skill in cultural competence, diversity and inclusion.

PHYSICAL REQUIREMENTS

Verbal communication skills satisfactory to give feedback, teach skills and converse on the telephone. Comfort in presenting information to groups regarding MTKO mission and services.

Written communication skills satisfactory to maintain and update agency and client records.

The list of essential functions is not exhaustive and may be supplemented as necessary.

Approved: Susanne Blue, Executive Director

Date: 6/15/2020

Revised: 8/16/21