



BOLD HOPE

Outreach Monitor Position Description

GENERAL INFORMATION

The Outreach Monitor 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 Outreach Program Coordinator.

GENERAL FUNCTIONS

The Outreach Monitor is responsible for monitoring the onsite activities of guests at MTKO and to ensure compliance with policies on conduct and expectations. He/she is also responsible for assisting with the safety of guests, staff and volunteers.

The Outreach Monitor will offer homeless or near homeless individuals and families on-going support, advocacy, referral information, compassion, and guidance. The Outreach Monitor will serve to link homeless or near homeless individuals and families with community resources equipped to address their many needs.

QUALIFICATIONS

The Outreach Monitor shall have at least two-years of human service experience with at least one year working with those experiencing homelessness 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, commensurate experience may substitute.

In addition, the Outreach Monitor 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.
- ❖ Help Outreach Staff sign guests up for services.
- ❖ Greet guests entering MTKO in a manner that makes them feel welcome
- ❖ Help direct queries from guests and visitors
- ❖ Be consistent in helping guests follow rules
- ❖ Check for contraband in the facility through general observation.
- ❖ Conduct periodic inspections of the facility and grounds through periodic rounds as well as the security cameras on the property.
- ❖ Be knowledgeable of street culture, including where homeless hang-out, how to approach, street language, etc.
- ❖ Provide outreach to clients which includes such services as crisis intervention, information and referrals, encouragement, support, and compassion.

- ❖ Maintain professional boundaries in the provision of service and security.
- ❖ Skill in the use of computers and general word programs and the ability to learn Clarity.
- ❖ Maintain accurate records and documentation. Participate in the evaluation of outreach services goal and objectives.
- ❖ Enforce periodic/annual fire drills and perform other safety duties as directed to ensure the safety of guest, staff and volunteers.
- ❖ Attend monthly all staff meetings
- ❖ Keep front windows and entry clean and free of debris
- ❖ Help Weekend on-call rotation.
- ❖ Have a valid Nebraska driver's license and proof of insurance
- ❖ Perform other related tasks as assigned by Outreach Program Coordinator and the Director of Housing and Outreach Programs.
- ❖ 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.
- The Outreach Monitor, like all other employees, will be cognizant of our diversity and inclusion policy, which states: Matt Talbot Kitchen & Outreach provides services without regard to sex, race, color, religion, ethnic or national origin, gender, sexual orientation, gender identity or expression, age, pregnancy, leave status, disability, veteran status, genetic information and/or any other characteristic or status protected by national, federal, state or local law.
- He or she will engage with all constituencies keeping this policy as a cornerstone of expected conduct. The Outreach Monitor will embrace the opportunities for consultation, training, and feedback to advance cultural competence and inclusivity.

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 and incident reports

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

Approved: _____

Date: 5/16/2019

Revised: 3/7/22