



**BOLD HOPE**

**Position Title:** Outreach Specialist

**FLSA Status:** Exempt, Full time (40 hours)

**Reports to:** Outreach Program Coordinator

**Last updated:** April 2024

**Hours:** Monday-Friday. Hours are flexible with the ability to work until 6:45 pm 4 evenings per week.

**General Information:** At Matt Talbot Kitchen & Outreach (MTKO), our mission is to relieve hunger, overcome homelessness, address addiction, and provide outreach and advocacy in Lincoln. We are committed to fostering diversity, equity, and inclusion in everything we do.

**General Purpose:** The Outreach Specialist will offer individuals experiencing homeless or near homeless and their families ongoing support, aid, case management, advocacy, referral, education, compassion, and guidance. The Outreach Specialist will serve to link individuals experiencing homeless or near homeless and their families with community resources equipped to address their many needs.

The Outreach Specialist is responsible for monitoring the onsite activities of guests at MTKO and ensuring compliance with policies on conduct and expectations. This employee is also responsible for assisting with the safety of guests, staff, and volunteers.

**Essential Job Functions:**

- Possess a genuine concern for all homeless and near-homeless individuals and the ability to advocate for this population with other professionals in the community.
- Be knowledgeable of street culture, including where individuals experiencing homelessness hang out, how to approach, street language, etc.
- Be able to establish rapport and a regular presence for street outreach activities for the unsheltered homeless.
- 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.
- Greet guests entering MTKO in a manner that makes them feel welcome.
- Help direct queries from guests and visitors
- Conduct inspections of the facility and grounds through periodic rounds.
- Be consistent in helping guests follow agency rules.

- Utilize de-escalation skills as situations arise.
- Maintain professional boundaries in the provision of services.
- Maintain accurate records, statistics, and documentation. Participate in the evaluation of outreach services goals and objectives.
- In collaboration with the team, plan and coordinate the delivery of direct services to clients (foot clinics, IDs, basic needs,) in all aspects of MTKO's program.
- Help with RentWise rotation and weekend on-call rotation.
- Attend all required staff meetings.
- Adhere to all policies and procedures of Matt Talbot Kitchen & Outreach, Inc.
- Other duties, as assigned.

#### **Required Qualifications:**

- High school diploma or equivalent required.
- Have a valid Nebraska driver's license and proof of insurance, with the ability to be insured.
- Minimum of 2 years of experience in the human services field.
- Strong customer skills.
- Proficiency in Microsoft Word, Excel, calendar management, and email.
- De-escalation and crisis intervention skills.

#### **Preferred Qualifications:**

- Bachelor's degree in human services or related field. Life experience may be substituted.
- Excellent verbal and written communication skills.
- Professional personal presentation.
- Proven initiative and reliability.
- Stress tolerance and ability to maintain a positive attitude.

#### **Affirming Diversity/Culture:**

- Incorporate awareness and inclusion of diversity in all interactions.
- Conduct work with fairness and equity, incorporating best practices concerning difference and inclusion.
- Seek consultation and feedback to advance cultural competence.
- Embrace opportunities for training to advance inclusivity.
- Adhere to MTKO's diversity and inclusion policy.

#### **Physical Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, use hands to handle or feel, reach with hands or arms, climb or balance, stoop, kneel, crouch, or crawl, and talk or hear. The employee may be exposed to a variety of weather as part of street outreach which may include extreme cold or extreme heat. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move more than 30 pounds.

*Note: The list of essential functions may be supplemented as necessary.*

Approved: Alynn Sampson

Date: 6/15/2020

Revised: 8/16/21, 9/23/22, 4/8/2024

This updated job description reflects the core responsibilities and expectations for the Outreach specialist position at Matt Talbot Kitchen & Outreach, aligning with our mission and commitment to diversity and inclusion.