

Job Description: Street Outreach Worker

Status: Full-time Exempt

Reports to: Street Outreach Program Manager

Currently Supervises: N/A

Schedule: 8-hour shift | Mon-Fri

Work Location: In person.

Salary Range: \$38,000 - \$40,000

Our Mission

Lincoln Park Community Services (LPCS) brings communities together to empower individuals facing homelessness and poverty to secure stable housing and make sustainable life changes.

Job Summary

The Street Outreach Worker, reporting to the Street Outreach Program Manager, plays a crucial role in engaging individuals experiencing street-based homelessness in Chicago, fostering safe, respectful relationships to motivate life changes. This position involves connecting individuals with services and resources, promoting community engagement, and service management with a focus on stable housing. Additionally, the worker contributes to program reporting and collaboration, ensuring a comprehensive service continuum for participants and maintaining partnerships with other social service agencies.

Responsibilities

Direct Engagement and Support Provision

- Actively connect with individuals experiencing street-based homelessness in encampments, underpasses, parks, and other areas to foster trust and offer support.
- Provide immediate assistance with basic needs such as food, hygiene supplies, clothing, and emergency shelter referrals.
- Conduct on-the-spot needs assessments, offering guidance, support, and direct interventions to improve individuals' well-being

- Rotate as on-call staff with other program staff to provide after-hours support to IHP guests.

Individual Support and Goal Facilitation

- Engage with individuals to identify their goals and needs, providing personalized service coordination.
- Offer referrals and advocate for access to stable housing, medical care, substance use treatment, and other critical services.
- Ensure follow-up and continuous support to assist individuals in navigating their path towards stability.

Outreach Coordination and Community Collaboration

- Collaborate with local agencies, shelters, and social services to ensure a coordinated approach to service provision.
- Build and maintain partnerships with community organizations to enhance the network of support available to individuals experiencing homelessness.
- Participate in community meetings and events to advocate for the needs and rights of the homeless population.

Data Management and Advocacy

- Conduct and document assessments, interventions, and follow-ups within the Homeless Management Information System (HMIS) and other databases as required.
- Prepare reports highlighting outreach efforts, successes, and areas for improvement to inform future strategies and interventions.

Training and Team Support

- Provide guidance to interns and volunteers, ensuring effective and compassionate engagement with the community.
- Engage in professional development opportunities to enhance outreach strategies and intervention techniques.

Efficient Resource Management

- Utilize resources judiciously, optimizing the impact of outreach efforts with available time, funding, and materials.
- Foster a positive team environment, encouraging collaboration, adaptability, and constructive conflict resolution.

Professional Development and Community Representation

- Attend all-staff meetings, assigned trainings, and annual fund raising events.
- Represent LPCS in advocacy groups, community organizations, and to visiting volunteers.
- Contribute to the organization's visibility and engagement through participation in community events.

Qualifications

- Bachelor's degree preferable, but not required with relevant experience
- Proficiency in Spanish and English preferred
- Understanding of the social, economic, and cultural challenges facing homeless populations in Chicago.
- The ability to work effectively and compassionately in various settings, including street environments and in inclement weather.
- Experience or willingness to learn crisis intervention strategies.
- Familiarity with Chicago's housing and human services systems and resources
- Excellent written and oral communication skills
- Valid driver's license, proof of insurance and access to a vehicle to fulfill job duties

Equal Employment Opportunity Statement

Lincoln Park Community Services (LPCS) is an equal opportunity employer. LPCS does not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law. All aspects of employment including the decision to hire, promote, discipline, or discharge will be based on merit, competence, performance, and organizational needs. Our goal is to be a diverse workforce that is representative of those we serve.

Other Considerations

NOTE: *This job description is not intended to be all inclusive and employees may perform other duties as assigned.*

Benefits

- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Retirement plan
- Vision insurance