



**Administrative Office  
987 Airway Court  
Santa Rosa, CA 95403  
707.528.8712 (v) 707.575.4910 (f)**

Catholic Charities of the Diocese of Santa Rosa, a non-profit and the largest human services provider in the North Bay, serves the most vulnerable regardless of their religious, social, or economic background. We challenge poverty, counsel immigrants, and care for our seniors by supporting the dignity and independence of all we serve. We support, educate, create opportunities, ensure the well-being of our staff, and engage community leaders in the betterment of those most in need.

## **JOB ANNOUNCEMENT: Bi-lingual Street Outreach Worker**

### **Position Summary**

The full-time, non-exempt Bilingual Outreach Worker is responsible for performing street outreach to the homeless county-wide including reaching out to individuals and families that are not being served or are underserved by existing community service delivery systems, building trusting relationships and developing a rapport that leads to acceptance and openness to seeking help, engaging the homeless as a first step to accepting care for immediate health and safety needs, using services and resources and taking steps to become integrated into the community, enabling individuals to accept placement and opportunities to stabilize their lives.

The Bilingual Outreach Worker is responsible for utilizing diversion practices, crisis response and intervention, shelter referrals, interim housing placement, and linking individuals with the appropriate destination for continued services. This position is full-time, non-exempt at \$16.00 per hour.

### **Essential Functions**

- Conduct mobile outreach and create client service engagement opportunities for homeless individuals and families on the streets.
- Use Engagement, Assessment, and Referrals (E.A.R.) as strategies for outreach including the following elements:
  - Engagement (OS 2.01)
    - Build trust with homeless individuals and assess their immediate health and safety needs
    - Sensitive to the willingness of the person or family to be engaged
    - Engagement is non-threatening, flexible, and persistent
    - Built upon respect for the person and his/her autonomy and confidentiality
  - Assessment (OS 2.02): Outreach workers will assess the individual's:
    - Safety, including potentially life-threatening situations;
    - Immediate needs
    - Level of functioning;
    - Overall mental and physical health
    - Strengths and capacities, including the capacity for making decisions
  - Referrals (OS 4.02): Actively collaborate with other homeless services providers and community resources to facilitate access to the continuum of community services including:
    - Basic needs, including food, clothing, shelter, hygiene, and laundry;
    - Housing assistance;
    - Substance abuse education and treatment;
    - Legal assistance;
    - Health information and more

- Facilitate and maintain community relationships to create referral pathways for program participants into Catholic Charities' programs.
  - Assist with screening of potential program participants for the Homelessness Prevention and Rapid Rehousing programs, emphasizing the engagement of homeless veterans.
  - Provide program materials and referral training sessions to community partners around shelter services (outreach to motels, churches, downtown merchants).
  - Provide Support and guidance to participants as they transition from street to shelter.
  - Follow safety protocols for community street outreach.
  - Be thoroughly familiar with the policies and procedures guiding the work of this position in particular and the program or department overall. Perform job functions in line with these policies and procedures.
- Research and Implement best practices on street outreach and assist participants in acquiring resources for acquiring housing.
  - Develop and manage a comprehensive outreach/ working relationship with all stakeholders, elected officials and staff, commercial and private community activists, and clients.
  - Through assessment the Bilingual Outreach Worker is responsible for diversion, crisis response and intervention, shelter referrals, interim housing placement, and linking families with the appropriate destination for continued services.
  - Divert or link/schedule individuals and families with the appropriate services. This could include emergency shelter, temporary housing, permanent housing or Rapid Re-Housing assistance.

**NOTE: Catholic Charities considers this position to be a mandated reporter of elder and child abuse.**

#### Other Responsibilities

- Work with Diocese of Santa Rosa and local parishes as appropriate and requested.
- Perform other related duties as assigned.

#### Agency Culture

The business and social environment we operate in has changed. What worked yesterday may not work today and will likely not work tomorrow. To thrive, we must incorporate new ways of thinking and embrace new practices. As part of our individual and agency cultural change process, it is critical that all employees of Catholic Charities aspire to the following:

- *A commitment to the agency's mission, vision, and values;*
- *A commitment to excellence in everything we do;*
- *A commitment to accreditation as well as performance and quality improvement;*
- *A commitment to outcomes and measured results;*
- *A commitment to innovation and to what is possible.*

#### Education, Experience, and Skills Required

- Two years' experience in human services.
- Strong written and verbal communication skills; organizational, conflict resolution and computer literacy.
- Prior experience and understanding of causes of homelessness; experience working with landlords, local rental markets and/or housing sales.
- Knowledge of Housing First and Street Outreach methods.
- Cooperative, friendly, and helpful attitude with clients and co-workers. Ability to work closely with other employees to ensure positive, constructive environment within the program or department, and throughout the agency.

- Ability to thrive in a flexible, fast-paced and growth-oriented environment, while maintaining a sense of humor and a positive, solution-oriented approach.
- Ability to work under pressure. Experience in crisis intervention and problem solving with ability to diffuse situation without heightening the conflict.
- Ability to thrive in a flexible, fast paced and growth-oriented environment, while maintained a positive, solution-oriented approach.
- Have working knowledge of community resources.
- Ability to learn and apply various engagement techniques to a variety of situations.
- Passion and enthusiasm for the mission of CCDSR and its clients.
- Possess valid driver's license; at least state required minimum of auto insurance. Must be willing and able to travel/drive throughout Sonoma County.
- Computer literacy required, including experience with Excel, Outlook, Word, etc.
- Bilingual (English/Spanish) required.
- Must pass fingerprinting prior to start of employment.

#### **Physical Requirements**

- Requires ability walk 3-6 hours per day with intermittent sitting, squatting and bending.
- Requires ability to walk on uneven terrain and maneuver around physical hazards.
- Occasionally may be required to lift items up to 10 pounds to a height up to 3 feet.
- Occasionally may be required to carry items up to 10 pounds for distances up to 500 feet.

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### **Equal Employment Opportunity – M/F/D/V**

Visit [www.srcharities.org](http://www.srcharities.org) for an application.

We look forward to receiving your completed application resume and cover letter.

Open until filled.