



Street Outreach and Housing Worker: PATH

Job Description

The PATH outreach worker operates in a dyad, and provides comprehensive, individualized support services using a client centered, harm reduction, trauma informed model for their participants. Responsibilities include outreach to street and shelter-based clients across the Chicagoland area, adding people to the Coordinated Entry System as a skilled assessor or observational assessor, accompanying participants in applying for and going to medical & benefits appointments and connecting folx to case managers and community-based resources as desired by the participant.

Essential Functions and Responsibilities:

- Provide outreach and temporary case management services including intakes, assessments, basic service planning, referral and linkage management, and advocacy to and for individuals who are houseless.
- Utilize a provided subsidy to locate 10 units under FMR and support the tenants placed in these units.

- Identify participant needs, including barriers to receiving appropriate services and assist with effective problem solving to address issues.
- Conduct weekly outreach and visits to each participant.
- Perform crisis prevention and interventions as needed using Harm Reduction and Trauma informed philosophies.
- Act as a temporary liaison with other service providers and landlords as applicable.
- Ensure that participants are receiving all desired health insurance benefits including medical and behavioral health services.
- Make appropriate referrals for services based on participant goals and needs and ensure that linkages are secure and functional.
- Provide education and resources based on the needs of the participant with regard to acquiring and maintaining housing and improving income status, community involvement, personal hygiene, life skills, and other identified needs.
- Assist participants in enrolling in public benefits such as SNAP, SOAR or employment readiness programs.
- Assist participants in obtaining state ID, social security card, birth certificate, and other necessary documents to receive future services.



- Refer and link clients to appropriate services within the system of care that promotes positive health outcomes, treatment adherence, and greater self-sufficiency.
- Maintain the confidentiality of participant information in any written, oral, or electronic form including, but not limited to, health information, HIV/AIDS status, and disability information. Release such information only as needed and with the proper release from the client unless mandated by law.

Documentation & Recordkeeping

- Complete case notes in PIMSY within five-business day of interaction.
- Complete basic care plans every 6 months based on participant goals.
- Update HMIS regarding CES entries.
- Maintains all applicable and required documentation in participants' files.

Other

- Maintain required professional knowledge and job skills. Attend and participate in monthly staff development opportunities.
- Perform other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Administrative Ability: The ability to maintain accurate work records and access these records as necessary.

Affordable Care Act (ACA): Knowledge of the Affordable Care Act and the rules defining eligibility and enrollment policies. This includes knowledge of the provisions of the Affordable Care Act related to Medicaid.

Attention to Detail: The ability to accomplish a task with concern for all areas involved, no matter how small. This includes the ability to notice inconsistencies/faults in processes in order to ensure the quality of services provided by the organization and to prevent further inefficiencies.

Autonomy: The ability to work without close supervision, taking ownership of work activities and ensuring tasks meet agency standards.



Case Management: The ability to assess participants needs, create care plans, and follow-up in order to address barriers and ensure care is continuous and comprehensive. This includes the ability to utilize tools.

Customer Service Orientation: The ability to provide efficient, quality service to both internal and external stake holders. This includes putting the participant first, following through on responsibilities, ensuring that promised work is completed, taking responsibility for commitments.

Database Use: Knowledge of Microsoft Excel and/or other database programs. Training provided on HMIS and PIMSY.

Dependability: The ability and willingness to take ownership of work activities and ensure that they are completed accurately, efficiently, and in a timely manner. This includes being conscientious, committed, reliable (e.g., adhering to the attendance policy), trustworthy, and accountable for completing work activities.

Follow-Through: The ability to follow up with participant in a timely manner. This includes the ability to monitor and actively participant in the continuation and completion of a task or activity to ensure follow-through and proper completion.

Harm Reduction: Knowledge of strategies directed toward individuals or groups that aims to reduce the harms associated with certain behaviors. This includes knowledge of target populations and the context in which harm reduction strategies are delivered. This also includes the ability to apply harm reduction strategies to reduce adverse consequences.

HIPAA: The ability and willingness to learn and understand the Health Insurance Portability and Accountability Act (HIPAA) guidelines and procedures specific to protecting health information (for example, releasing medical information, waste disposal, security)

Homeless Populations: Knowledge of the causes of homelessness, who it affects, and the factors (e.g., racial inequities, Socio Economic Status) that can contribute to an individual being homeless. This includes the ability to understand the culture of homelessness and engage houseless or formerly houseless populations.

Initiative: The ability and willingness to take independent action and complete job tasks without being instructed to complete them. This includes the ability and willingness to recognize assignments or tasks that need to be completed, to seek out additional assignments or tasks, and to help others.



Interpersonal Skills: The ability to develop and maintain professional, trusting, and positive working relationships with managers, supervisors, staff, co-workers, partner agencies, and vendors. This includes the ability to engage others in conversation and actively participant in conversations while interacting with others; being cooperative, approachable, and taking time to listen to and address other’s questions or concerns; treating others with kindness, respect, and dignity; and expressing empathy and compassion when dealing with the needs and problems of others.

Planning and Organizing: The ability to prioritize, plan, and coordinate work activities, and manage resources so that work objectives are accomplished efficiently.

Problem Solving: The ability to define, diagnose, and resolve problems. This includes seeking, logically examining, and interpreting information from different sources to determine a problem’s cause and developing a course of action to resolve the problem and to prevent its recurrence.

Resolving Conflicts: The ability to manage and resolve conflict or disputes between individuals. This includes seeking an understanding of all sides involved in the conflict and striving for win-win solutions.

Stress Tolerance: The ability to work productively and effectively when faced with stressful work situations and time constraints. This includes the ability to maintain patience and effective interactions with others under stressful working conditions, and to maintain a calm, controlled, and professional manner when facing high pressure and demanding situations.

Supportive Housing: Knowledge of supportive housing programs (affordable housing with support services) for individuals confronted with homelessness and who also have very low incomes and/or serious, persistent issues that may include addiction or alcoholism, mental health, HIV/AIDS, diverse disabilities or other serious challenges to a successful life. This includes the ability to implement a Housing First model.

Teamwork: The ability to actively participant in and contribute to team effectiveness. This includes demonstrating commitment and willingness to focus individual effort to ensure the success of the team, department, or agency.

Communication Verbal & Written: The ability to communicate information clearly and politely to co-workers, supervisors, and guests when speaking. This includes targeting the amount, style, and content of the information to the needs of the receiver. The ability to write sentences and paragraphs following the basic rules of spelling, grammar, and punctuation



PHYSICAL DEMANDS

The physical demands are representative of those found in a general office environment. Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (20-25 pounds.)

WORK ENVIRONMENT

This position operates in a professional office work environment. Regular travel to off-site locations in Chicago. RSSI is a smoke and drug free environment. Work schedules and/or locations may vary, depending upon the scheduling needs of the program. May be required to attend meetings at other locations; require travel outside of normal work hours. Any changes in work schedules and/or location will be implemented in accordance with agency policy.

ENTRY REQUIREMENTS (EXPERIENCE AND EDUCATION)

Minimum Qualifications:

Bachelor's degree in Social Services or related field and 1 or more years' Supportive Housing Case Management experience

OR 3 or more years' Supportive Housing Case Management experience

Experience applying Homelessness and Supportive Housing concepts

Experience applying Harm Reduction and Housing First philosophies

Preferred Qualifications

1 or more years' experience in Substance Use and Mental Health field

Experience in applying and/or interpreting the Affordable Care Act (ACA) and Medicaid services

Experience in applying Crisis Prevention, Intervention, Goal Setting, and Resolution techniques

Valid Illinois Driver's License. Valid insurance and a vehicle.