



**Job Title:** Outreach Worker  
**Reports To:** Lead Outreach Worker  
**FLSA Status:** Non-exempt

## Summary

This position is responsible for identifying the needs of homeless, runaway, foster, and at-risk youth and connecting them with resources, crisis intervention, referral information, and tangible goods to provide for their basic needs. The work involves conducting presentations and outreach in the community; implementing the Drop-In Center program, policies & procedures in everyday activities; connecting youth to community resources and assisting them with basic needs; role modeling daily living skills and socially accepted behavior to youth; and providing structure, limits, guidance and consistency to the activities of the youth who access the Drop-In Center. The work involves facilitation and/or participation in recreational and educational group activities.

This position demonstrates commitment to the mission, vision and values of the agency by engaging in respectful, cooperative relationships with customers (i.e. clients, employees and external stakeholders); being accountable for providing services and ensuring safety to customers while empowering customers in achieving the agency's mission.

## Primary Responsibilities:

- Ensure that all youth visiting the Drop-In Center are eligible and appropriate for services and wand/search clients prior to admission. Complete intake form to assess needs and ensure all youth sign in and out upon arrival and exit from the Drop-In Center. Monitor youth to ensure compliance with agency rules, cleanliness, and personal habits; ensure safety and care of the youth.
- Conduct individual assessments and counseling with youth who access street outreach services and the Drop-In Center; build rapport and establish trust with these youth.
- Develop and maintain knowledge of websites, resources, local programs and learning opportunities that could be used to support youth and disseminate this information via verbal referrals, fliers, postings, presentations and activities in the Drop-In Center and in the community.
- Develop and maintain knowledge of and relationships with programs in the St. Louis area that could be used as resources for youth, especially area shelters.
- Track, organize, secure and maintain supplies for the Drop-In Center and Street Outreach programming.
- Plan and facilitate activities for youth, providing instruction on areas such as interpersonal relations, social skills, anger management, self care skills, life skills,

work habits, study skills, money management, self-advocacy and choice making. Develop a monthly calendar of said activities. Collaborate and connect with community partners to provide resources and supports to youth who access Drop-in Center and outreach services, deliver presentations to and conduct tours for these partners as needed.

- Provide basic computer assistance and guidance to youth with completing resumes, job applications, financial aid forms, and other documents that may further a youth's progress towards achievement of his or her goals.
- Perform regular community mapping and identify areas where homeless, runaway, and at-risk youth congregate.
- Provide crisis intervention services to at-risk, runaway and homeless youth on the streets and in the Drop-In Center. Connect and transport these youth to shelter, housing resources and other appropriate resources as needed.
- Provide and deliver tangible items to homeless, runaway and at-risk youth including but not limited to food, hygiene items, safer sex kits and clothing. Assist youth with laundry, food preparation, and accessing the shower facilities and supplies closets in the Drop-In Center.
- Deliver presentations and distribute written information about the Street Outreach Program in an effort to reach the target population and the referral sources for Street Outreach Services.
- Attend meetings in the community for networking and informational purposes; work as a partner in the community, building and maintaining relationships with community resources.
- Ensure the general security, maintenance and cleanliness of the facility, equipment and supplies.
- Provide or manage direct service to clients; demonstrate an unwavering commitment to empowering clients in reaching identified treatment and personal goals and confronting problems in a constructive manner.
- Document all service provision and outcome measurement into the required funder and agency database systems in a timely manner. Ensure all documentation is consistent with the quality standards established by funding sources, accrediting bodies and agency policies and procedures.
- Adhere to policies and procedures inclusive of, but not limited to, attendance, program/department specific procedures, workplace safety, code of conduct, training requirements, social media, and confidentiality.

**Supervisory Responsibilities:** None

**Qualifications:**

Graduation from high school or GED. Knowledge of St. Louis neighborhoods and understand the dynamics of street youth. Experience working with runaway, homeless, and street youth and/or youth who have emotional and behavioral issues is preferred.

## **Job Knowledge, Skills and Abilities:**

- The ability to service clients in a non-judgmental manner
- Continuing awareness of community and networking resources to maximize client services
- Ability to perform pain screening assessments
- Tracking and monitoring of data

**Language Skills:** Ability to read and interpret documents such as safety rules, procedure manuals and goal/treatment plans. Ability to write routine reports and business correspondence. Ability to effectively speak to youth living on the street, agency staff, and before groups in the community. Understanding of street jargon and ability to speak Spanish would be helpful.

**Reasoning Ability:** Ability to apply common sense understanding to carry out instructions furnished in written or oral form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills:** Email, Microsoft Word and Microsoft Excel. Ability to assist youth with setting up e-mail accounts and accessing various websites and search engines.

**Physical Demands:** While performing the duties of this job, the employee is regularly required to communicate effectively. The physical requirements of this job includes: sitting, standing, walking and climbing stairs on a regular basis; lifting up to 25lbs, pulling and/or pushing on occasion.

**Work Environment:** Community Based and OYS Drop-In Center. Will need to transport clients to activities or appointments in personal and/or agency vehicles. Some evenings and weekends required.

**Other:** Must be 21 years of age and possess a valid class E driver's license when transporting youth and must have auto insurance when using own vehicle to transport clients.

## **Equal Employment Opportunity**

Epworth is an EEO/AA employer. Consistent with this policy, Epworth embraces diversity and welcomes colleagues and applicants of all backgrounds. Our goal is to empower every day and build a community that is inclusive, drawing upon the strengths of the diversity of our colleagues to exceed the expectations of our clients.

## **About Epworth**

Founded in 1864, Epworth is a multiservice agency that seeks to empower youth who have experienced trauma to realize their unique potential by meeting essential needs, cultivating resiliency, and building community. Thousands of youth and families turn to Epworth each year for a full range of services including: therapeutic foster care and case management; residential and intensive treatment; individual/family therapy and comprehensive psychological testing; emergency shelter and longer-term housing services; life skills and vocational training; as well as crisis care and outreach through the Drop-In Center, food pantry, and 24-hour crisis help-line. Epworth is headquartered at 110 N. Elm Ave. in Webster Groves, Missouri and has locations in Normandy and South St. Louis City.

## Our Mission

Empowering youth to realize their unique potential by meeting essential needs, cultivating resiliency, and building community.

## Our Vision

A world in which every youth experiences life in all its fullness.

## Our Values

**Respect:** We recognize the inherent worth and promote the well-being of every client and colleague.

**Excellence:** We offer evidence-based, high-quality programming and provide exceptional care and service.

**Community:** We cultivate a sense of belonging and solidarity among colleagues and advocate for racial equality and social justice throughout our communities.

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily, as well as possess the skills and meet the demands outlined in this job description. Upon an individual's request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential job duties and responsibilities or related to the skills and demands outlined herein. Epworth will determine if a reasonable accommodation can be made.

Colleague acknowledges and understands that Epworth reserves the right to modify the contents of this job description or to assign alternate and additional duties and responsibilities. Nothing in this job description is intended to alter or alters the at-will nature of colleague's employment at Epworth.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Employee (Print Name) \_\_\_\_\_ Date \_\_\_\_\_

Hiring Manager \_\_\_\_\_ Date \_\_\_\_\_