LEAD OUTREACH WORKER

DEFINITION

Working under the general supervision of the Youth & Family Services Manager, the Lead Outreach Worker will supervise one or more Outreach Workers, provide outreach in high-violence areas of Union City and will build relationships with high risk and aggressive youth, young adults and their families. The Lead Outreach Worker will provide leadership and direction to Outreach Workers in addition to individually assessing youth needs and identifying appropriate community resources to best support personal growth and success, and to reduce violence. Evening and weekend work will be required of the Lead Outreach Worker.

EXAMPLES OF DUTIES

- Directly supervise one or more Outreach Workers, providing leadership and direction, and resolving workplace issues as they arise

- Establish a relationship and understanding of youth in areas where they spend time (street corners, parks, etc.).

- Build community relationships with residents, local merchants, courts, police, school, health centers and community organizations.

- Develop a network capable of linking youth and families with services and opportunities in the community.

- Identify and build relationships with existing community resources.

- Advocate for youth and families with service providers, to include state and city institutions, public and private non-profit organizations, and community-based organizations.

- Attend scheduled meetings, trainings and workshops, including weekends and evenings as required.

- Maintain records, documentation and perform other related duties as required, including time sheets and performance evaluations.

- Respond to crisis situations on a 24-hour basis.

- Work with youth of any racial, ethnic, religious, or sexual orientation
- Work with members of rival groups in rival neighborhoods without bias or prejudice

**QUALIFICATIONS**

**Knowledge, Abilities, and Skills:**

- General knowledge of supervisorial theories and practices, motivational techniques, leadership and team-building techniques.

- Must be familiar with Union City neighborhoods and East Bay (Tri-City) resources.

- Ability to gain the confidence of and establish relationships with high risk and aggressive youth and young adults and their families.

- Ability to instruct and provide positive social direction for client youth.

- Must have the ability to maintain professional boundaries, while being a positive role model.

- Ability to problem solve and to provide intervention for individual and community crisis situations, such as interventions with victims, offenders and their families.

- Ability to develop and maintain strong working relationships with outside providers, health care professionals, recreation centers, school personnel, the police department and program sites.

- Willingness to accept responsibility for a work team, and to hold team members accountable in a manner consistent with maintain dignity and respect.

- Good verbal and written communication skills.

- Ability to produce various reports and working documents including time sheets, work schedules, statistical reports, performance evaluations and maintain records as necessary.

- Ability to work within groups and independently.

- Must be available to work evenings and weekends.

- Must be willing to be available 24/7 to respond to crisis situations.
EXPERIENCE AND EDUCATION

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:
Five years experience working with a culturally diverse population of youth and families who are high risk for being perpetrators of high risk behavior, violence or other crimes, including experience conducting street outreach and providing youth related services in a supervisorial role.

Excellent communication and conflict resolution skills.

Excellent written and oral skills.

Experience providing crisis intervention services.

Culturally competent and demonstrated leadership skills.

Education:
Bachelor degree in a relevant field may be substituted for 2 years experience working with high risk youth and their families.

SPECIAL REQUIREMENTS

Successful completion of a background inquiry, fingerprinting, reference check, TB test, and Spanish test (if Spanish speaking). Many client youth and their families in Union City are Spanish speaking, making bilingual abilities highly desirable. Ex-offenders will be considered for appointment.

LICENSE OR CERTIFICATE

Must own a car and possess and maintain a valid California Driver’s license and have a satisfactory driving record.

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