



STREET OUTREACH WORKER

Bargaining Unit: Service Employees International Union Local 1021

DEFINITION

Working under the general supervision of the Lead Outreach Worker, the Street Outreach Worker will provide outreach in high-violence areas in Union City and will build relationships with at-risk youth, young adults, and their families. Street Outreach Workers will individually assess youth needs and identify appropriate community resources to best support personal growth and success and to reduce violence. Evening and weekend work will be required of all Street Outreach Workers.

CLASS CHARACTERISTICS

This position is distinguished from the next higher class of Lead Outreach Worker by the latter's supervisory responsibilities and their handling of the more difficult and complex cases.

EXAMPLES OF DUTIES (illustrative only)

Duties may include, but are not limited to:

- Establishing a relationship and understanding of youth in areas where they spend time (e.g., neighborhood locales, parks, etc.).
- Identifying and building community relationships with residents, local merchants, courts, police, school, health centers and community organizations/resources.
- Developing a network capable of linking youth and families with services and opportunities in the community.
- Advocating for youth and families with service providers, to include state and city institutions, public and private non-profits, and community-based organizations.
- Attending scheduled meetings, trainings, and workshops throughout the workweek and on weekends and evenings as required.
- Conducting community forums/presentation with parents, caregivers, and residents.
- Delivering multi-session curriculum to adolescents about a variety of issues/subjects.
- Maintaining records and other necessary documentation.
- Responding to crisis situations on a 24-hour basis.
- Working with diverse youth from various backgrounds.
- Working with members of rival groups in rival neighborhoods without bias or prejudice.
- Performing other duties as assigned.

MINIMUM QUALIFICATIONS

Experience - Three years of experience working with a diverse population of at-risk youth and families, who have been disproportionately impacted by poor education and health outcomes, including experience conducting street outreach and providing youth related services.

Substitution - A bachelor's degree in Social Work, Public Health, or a closely related field, may be substituted for two years of the required experience.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Union City neighborhoods and South County resources.
- Crisis intervention services.
- Cultural relativism and competence.
- Outreach program development, implementation, and evaluation.
- Effective outreach and promotion strategies.

Ability to:

- Ability to gain the confidence of, and establish relationships with, at-risk youth, young adults, and their families.
- Instruct and provide positive social direction to client youth.
- Maintain professional boundaries and be a positive role model.
- Problem solve and provide intervention during individual and community crisis situations, such as interventions with victims, offenders, and their families.
- Develop and maintain strong working relationships with outside providers, health care professionals, recreation centers, school personnel, the police department and program sites.
- Manage and resolve conflicts and disagreements in a positive and constructive manner to minimize negative impacts.
- Communicate clearly and effectively, both orally and in writing.
- Develop and deliver curriculum, presentations, and activities on a variety of issues and subjects (e.g., health and social issues that impact adolescents, etc.).
- Produce various reports, including statistical reports, and maintain records and documentation as necessary.
- Work effectively within groups and independently.

Licenses and Certificates:

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from

various work locations in a timely manner, is necessary to perform the essential functions of the position.

WORKING CONDITIONS, ADA AND OTHER REQUIREMENTS

The City of Union City is an equal opportunity employer. The City of Union City will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Successful completion of a background inquiry, fingerprinting, reference check, tuberculosis (TB) test, and language test (if applicable). Bilingual abilities are highly desirable as many client youths and their families speak languages other than English (e.g., Spanish, Tagalog, etc.). Justice-involved individuals will be considered for appointment.

Ability and willingness to be respond to crisis situations off-hours (e.g., evenings, weekends, etc.).

Travel: Positions in this class may require local and statewide travel as necessary.