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| **Job Title** | Full-Time Outreach Specialist |
| **Division** | Programs, Adult Shelter department |
| **Location** | 1300 N 1st St., Yakima, WA 98901 |
| **Reports to** | Adult Shelter Outreach Manager |
| **Classification** | Exempt; Part-Time |
| **Salary Grade** | B |

# Union Gospel Mission Purpose, Vision and Value Statement

Our mission is to follow Christ in helping people move from homelessness to wholeness, so that every homeless person in Yakima County has the opportunity for permanent life transformation in Jesus Christ.

All Mission programs, outreach and services are based on Christian values and a commitment to quality. Clients are our primary focus; love, professionalism, and outcomes are our core values. Relationships are the context, the engine, and the reward of the change we exist to produce.

# Job Purpose

The Outreach Specialist position entails participating in off-campus street outreach efforts of the Yakima Union Gospel Mission, to include but not limited to: Search & Rescue, River Outreach, Sidewalk Outreach and Clean Crew. The Outreach Specialist is responsible for connecting clients with needed resources, prepping the outreach van with items needed for outreach, reporting statistics and crucial client information to the Outreach Manager, such as: encampment locations, individuals helped, ministry opportunities and clients who chose to come back to shelter. The Outreach Specialist will work closely with outreach volunteers from the community and must exhibit professionalism, love and faith to both the volunteers and individuals encountered on the streets. The heart of Outreach is bringing the good news of Jesus and loving people off the streets and into shelter or other resources.

# Qualifications

* Highly organized and task-oriented in the midst of chaos.
* Proficiency with Microsoft Word, Excel and PowerPoint required.
* Experience working with those experiencing homelessness preferred but not required.
* Strong interpersonal skills and the ability to maintain confidentiality required.
* Prior experience working with persons in crisis, demonstrating effective de-escalation, dispute resolution, and problem-solving skills.
* Demonstrated ability to work with a team, as well as independently, under the pressure of deadlines, interruptions and changing priorities while maintaining a strong attention to detail.
* Ability to empathize, love and show compassion for people in homelessness and addiction.
* Specific training and experience in the fields of homelessness, addiction, childhood trauma and poverty preferred.
* Personal and work ethic that reflects YUGM’s core values.
* Valid WDL, good driving record, proof of insurance.
* Familiar with the geography of Yakima and surrounding areas.

# Duties and Responsibilities

## Culture Work

* Establish professional, caring, strengths-based relationships with guests and staff, built on truth, respect, encouragement and trust.
* Maintain a high level of integrity in modeling and promoting the Mission’s Christian culture, core values, policies and procedures.
* Actively work to create an outreach / shelter culture of relational and client-centered care rather than relying on motivation by rewards/punishments.

## Team Work

* Work with Outreach / Adult Shelter team, and other YUGM departments, communicating and collaborating openly with the goal of continually improving guest experience and services offered.
* Work with local law enforcement, area businesses, and local service providers to respond to immediate outreach needs. Promote unity and teamwork through excellent communication and community education.

## Direct Work

* Providing needed resources and services information to people living in street homelessness.
* Clean Crew – Leading/overseeing groups of Shelter Guests while they pick up garbage from N 1St St and other areas in Yakima. Weighing the garbage and reporting those statistics.
* Carrying supplies, sometimes over rough terrain, to individuals in encampments.
* Organizing and loading items into Outreach van.
* Driving a 15-passenger van to outreach locations.
* Training and overseeing outreach volunteer teams.
* Maintain rigorous statistics and records, reporting these regularly using a combination of Smartsheets, Excel, MissionTracker, and other software.
* Other duties as assigned within reason and in support of YUGM's mission and values.

# Working Conditions

Full-time; some abnormal hours, including some weekends, nights and holidays. Working with challenging clients who have high barriers including, but not limited to: active substance use disorders, mental illness, developmental barriers, trauma, PTSD, and antisocial behaviors.

# Essential Personal Requirements/Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

## **Love**

* Improves the reputation of Christ by personal interactions with others
* Remains relationally available, present, and authentic in all contexts
* Demonstrates genuine and sacrificial care for the wellbeing of others
* Pursues God personally, relationally, emotionally, and intellectually

## **Professionalism**

* Is consistently at work, meetings and appointments and on time.
* Meets deadlines and fulfills commitments with thorough follow-though.
* Proactively measures work to ensure learning, improvement and success
* Communicates effectively in written form

## **Leadership**

* Constantly pursues growth, learning, and improvement
* Thinks creatively, strategically, and spiritually
* Regularly sought by others for input and value
* Maintains mission-clarity and a godly example under stress

# Physical Requirements

## Daily Physical Demands

* Able to drive / get in and out of van
* Able to walk and run on rough terrain
* See and hear
* Vision well-suited for night driving
* Able to lift up to 50 lbs.
* Speak English clearly and fluently
* Walk, climb, balance and stoop, reach with hands and arms, use hands to finger, handle or feel

# Direct Reports

1. Outreach volunteers

|  |  |
| --- | --- |
| **Staff Signature:** |  |
| **Print Staff Name:** |  |
| **Supervisor Signature:** |  |
| **Date:** |  |

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| Key Access Level |  |
| Cell Phone Reimbursement |  |
| Driver |  |
| IT Systems needed |  |