



## Homeless Outreach Worker – O’ahu

### The Community Health Outreach Work (CHOW) Project

The Community Health Outreach Work (CHOW) Project is dedicated to serving individuals, families and communities adversely affected by drug use, especially people who inject drugs, through a participant-centered harm reduction approach. CHOW works to reduce drug-related harms such as but not limited to HIV, hepatitis B/C and overdose. CHOW supports the optimal health and well-being of people affected by drug use throughout the State of Hawai‘i.

**SUMMARY OF POSITION:** Permanent, full-time (1 FTE) position with the CHOW Project, located on O’ahu. Salary is commensurate with experience; starting pay is \$20/hour. The outreach worker functions as the key linkage between homeless persons and the service systems throughout the community, and responds comprehensively to the needs of the program participants through outreach, referral, and case management.

Homeless Outreach Workers must be open, honest, punctual, detail-oriented and organized. Being able to work autonomously is a must.

**SCOPE OF POSITION:** Reports to: Program Manager

#### **MAJOR DUTIES & RESPONSIBILITIES**

- Conduct outreach in areas frequented by homeless people.
- Assist program participants in acquiring emergency supplies, including food, clothing, bedding, medicine and hygiene.
- Assist program participants in applying for entitlements and obtaining identification. Where needed, take program participants through entitlement, medical, and mental health systems to connect them with services.
- Assist program participants with legal entanglements.
- Conduct intake and assist in assessment, counseling, and referrals for health and social services.
- Make appointments for program participants and escort them to such appointments as needed.
- Provide counseling, consultation, and crisis intervention as needed. Encourage medication adherence as appropriate.
- Assist with family and social relationships as appropriate. Where needed, teach communication and social skills development.
- Provide interim case management services for each program participant, which include:
  - Outreach/engagement/housing needs and home visits
  - Preparing a plan based on program participants’ needs and goals, for the provision of services
  - Meeting program participants on a regular basis
  - Following up with program participants and providers of services to determine outcome of linkages
  - Providing psycho-social rehabilitation services (teaching hygiene and self-care, housing skills, budgeting, problem-solving, etc.)
  - Reviewing treatment plans at least every six months
- Cross-train in community health outreach, and provide back-up and coverage for other homeless outreach workers and community health outreach workers as needed.
- Advocate on behalf of program participants to ensure equity of treatment.
- Adhere to outreach guidelines.
- Keep records of all program participant cases, and be responsible for ensuring that records are kept confidential.

- Work with other CHOW outreach workers to provide a coordinated system of care to the program participants.
- Perform other duties as needed.

### **MINIMUM QUALIFICATIONS**

1. **Education:** Bachelor Degree in Social Work (or a comparable degree) required.
2. **Experience:** Experience in street outreach strongly preferred.
3. **Knowledge and Skills:** Strong interpersonal, written, oral communication skills. Good crisis intervention and de-escalation skills. Basic computer skills required, including Microsoft Office. Knowledge of addiction and injection drug use a plus.
4. **Abilities:** Non-judgmental attitude and the ability to respect the knowledge, actions and feelings of others is required. Must have the ability to deal with difficult interactions with care, compassion and assertiveness, and the confidence and ability to work alone. Ability to relate effectively to people of a wide variety of backgrounds.
5. **Physical and/or Medical Demands:** Must be able to walk for long periods of time to engage in street-based outreach. Must be able to lift and/or move up to 30 pounds.
6. Must have driver's license and clean driver's abstract.

### **DESIRED QUALIFICATIONS**

1. Extensive knowledge of the Greater Honolulu area, from East Honolulu to Salt Lake.
2. One or more years of experience in the human services field.
3. Training in substance use, harm reduction, and dual diagnosis preferred.

To apply, please send resume and cover letter to:

The CHOW Project

677 Ala Moana #226

Honolulu, HI 96813

Fax: 808-853-3274

Email: [Imaxera@chowproject.org](mailto:Imaxera@chowproject.org)