**REDWOOD COMMUNITY ACTION AGENCY**

**Youth Service Bureau Division / RAVEN Project**

**STREET OUTREACH CASE WORKER**

**POSITION PURPOSE**

Under the general direction of the YSB Division Director and the direct supervision by the Street Outreach Program Coordinator, or their designee; the Street Outreach Case Worker will provide crisis intervention/case management services, client advocacy, information and referral services to youth ages 10-21 who are homeless or at risk ofbecoming homeless, and their families, with a primary goal of increased client safety and well-being, family reunification, or independence. The Street Outreach Case Worker will provide case management services during regularly scheduled street outreach and drop-in hours and by appointment with street youth. To assess client/family needs; implement and monitor appropriate strategies to meet identified needs; maintain adequate case notes to monitor and analyze service delivery; prepare various reports as required; provide community outreach/liaison with other local youth service providers; initiate or assist in community development activities to increase the availability of services to local youth and families. The Street Outreach Case Worker will also provide support services to the YSB Youth Shelter at 1100 California Street.

**ESSENTIAL JOB FUNCTIONS**

Specific Tasks

* Provide a direct connection between RAVEN Project street outreach and drop-in services and the YSB shelter for eligible homeless youth.
* Provide intake interview to determine program eligibility and whether or not crisis intervention is appropriate (i.e., suicide prevention, placement in shelter care).
* Maintain Title XIX (Medi-Cal) case notes, records and program compliance.
* Provide services to youth in the areas of: academic support, work readiness and occupational skills, leadership and career development, college and vocational training exploration.
* Assess individual needs and connect youth to appropriate community resources including counseling, domestic violence services, CalFresh, WIOA/employment resources, and others as needed.
* Assess youth/family needs; identify services to meet those needs and develop a service delivery plan with the assistance of youth client and/or family.
* Monitor and evaluate achievement of service delivery plan.
* Encourage individual youth to be successful in school, training, and/or in the workplace.
* Advocate for youth access to resources including shelter, housing, employment, healthcare, etc., and collaborate with local service providers to ensure access.
* Assist in the development of community delinquency prevention programs.
* Maintain and update professional case notes and files.
* Complete work activity reporting as required; including online CalJobs case notes, records and program compliance documents.
* Attend case supervision meetings with Street Outreach Program Coordinator; come prepared with case information, service delivery plans (ISP) and any problems that were encountered.
* Attend YSB staff trainings; come to meetings prepared with case information, service delivery plan, problems encountered, etc.
* Represent YSB/RAVEN Project at various team community meetings and tabling events.
* Expand knowledge of YSB programs and services through meetings with at-risk youth groups, parents, school, and social service agency personnel.
* Facilitate weekly groups with RAVEN Project Youth Educators and clients.
* Assist clients with gaining independent living skills, including but not limited to meal preparation, shopping, employment preparedness, etc.
* Attend in-service training’s as required.
* Other duties as assigned.

**JOB REQUIREMENTS**

Knowledge of and Experience With:

* Social work models of intervention; crisis intervention, counseling theories/approaches.
* California laws pertaining to youth.
* Local training, employer and education services relating to youth and families.
* Group dynamics and methods of resolving group conflict.

Ability to:

* Relate comfortably with youth on the street and respect their ideas and feelings.
* Appreciate a team approach in a youth focused environment
* Develop comprehensive assessments and develop clearly defined casework objectives
* Mediate family conflict and negotiate contracts leading towards family reunification, if necessary
* Communicate clearly and efficiently, written and orally; and be competent in English grammar, punctuation and spelling.
* Demonstrate good organizational skillsand manage multiple tasks in an efficient manner.
* Develop and maintain cooperative and effective relationships with co-workers, RCAA Agency staff, personnel of other agencies, funding source representatives, the local service population and with individuals contacted in the course of work
* Show strong interpersonal skills and the ability to relate to individuals who may not share basic beliefs, including value systems and behavioral norms.
* Work with culturally diverse communities and families, with the ability to be culturally sensitive and appropriate.
* Maintain a professional, confidential work environment.
* Establish and maintain personal and programmatic boundaries while providing support services.
* Work effectively under pressure and with minimal supervision
* Develop comprehensive assessments and develop clearly defined casework objectives
* Mediate family conflict and negotiate contracts leading towards family reunification, if necessary
* Conduct self in a professional, courteous and cooperative manner at all times; and maintain a professional standard based on RCAA’s Personnel Policies and Procedures Handbook and the Employee Code of Conduct
* Work flexible hours, which may include evenings, weekends, and holidays, and arriving to work as scheduled and prepared.
* Provide emergency field response and on-call after hours on a rotating basis and have the ability to arrive to work within 30-40 minutes of receiving call when working at the Youth Shelter
* Ensure and protect Agency, employee, program and client confidentiality and safety; and follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection

**MINIMUM QUALIFICATIONS**

* Bachelor of Arts in social work, psychology or related field
* Experience and/or training that can be directly related to the required job responsibilities may be substituted for education on a year-for-year basis
* One (1) year experience working with children, youth and families in a counseling, crisis intervention or similar capacity.

**OTHER REQUIREMENTS**

* Must be a U.S. citizen or lawful permanent resident, and have the ability to provide proof of identity and employment eligibility in accordance with Federal law.
* Must have means and capacity to perform job related work with personal vehicle, as may be required, and must have proof of current automobile insurance.
* Possession of valid California’s Driver’s License with acceptable DMV driving record.
* Submit to background clearance and/or fingerprinting with acceptable results.
* Proof of current (within 1 year) negative TB test, or willingness to obtain one, if required.
* Valid First Aid and CPR certification or willingness/ability to be certified, if required.
* Must have an effective means of communication at all times; a home or cell phone with the ability to accept voice messages and texts.

**ESSENTIAL PHYSICAL ABILITIES**

Employee must be able to provide the following with or without reasonable accommodation:

* Sufficient clarity of speech and hearing or other communication capabilities to enable the employee to communicate effectively
* Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials in electronic or hard copy form
* Sufficient manual dexterity to enable the employee to operate a personal computer, telephone, and other related equipment
* Sufficient personal mobility and physical reflexes to enable the employee to safely lift, move or maneuver whatever may be necessary to successfully perform the duties of their position
* Sufficient personal mobility and physical reflexes to enable the employee to efficiently function in their assigned work environment, including, where applicable, the operation of motorized vehicles and equipment

**NOTE FOR ALL EMPLOYEES**

* This position is considered a **“safety-sensitive”** job due to the transporting of clients and will be subject to RCAA’s “Substance / Alcohol Abuse” policy. This policy was included in your new hire packet and is available from the Human Resources Department.
* RCAA is an **“Essential Business”** continues to operate during unexpected events, such as: earthquake, natural disaster or a public health emergency. Thus, employees of RCAA are expected to continue to perform their jobs while taking all appropriate safety measures.
* This job description should not be construed to imply that these requirements are the exclusive standards for the position. Incumbents may be required to follow instructions and perform other duties as required by their supervisor.

**ON FILE**

**EXECUTIVE DIRECTOR DATE**

**ON FILE**

**DIRECTOR OF HUMAN RESOURCES DATE**

***AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER***

I have read, understand and agree to perform the job functions as outlined above:

Employee Signature Date