



Job Title: MST Peer Outreach Worker
FLSA Status: Non-Exempt
Reports to: Program Manager
Classification: Part Time (20 hours per week)
Wage: \$21.95-\$23.15 per hour

Summary

The Mobile Support Team (MST) Outreach Worker assists individuals in navigating and accessing community services and resources. The MST Outreach Worker supports the Whole Person Care team and law enforcement through an integrated approach to care management and community outreach. Priority activities include promoting, maintaining, and improving the overall health of individuals, providing social support and informal counseling. The MST Outreach Worker travels to locations where homeless individuals are located, such as homeless encampments, parks, on the street, or at the local jails. Qualified bilingual (English/Spanish) candidates preferred.

Essential Functions

- Establish trusting relationships with individuals while providing general support and encouragement
- Offer basic motivational interviewing and goal setting with individuals and their support systems
- Provide ongoing follow-up with individuals via phone calls, home visits, and other settings where individuals in need may be found
- Assist individuals with completing applications and registration forms
- Provide referrals, accessing available services, to community agencies as appropriate
- Work with behavioral health providers, medical providers, and others to aid in the facilitation of comprehensive coordinated care

Duties and Responsibilities

- Work cooperatively and respectfully with other team members assigned to the same individual
- Maintain current knowledge of cultural factors, health issues and community resources and services
- Consistently provide communication, information, and clear reporting progress to the Mobile Support Team lead worker to evaluate an individual's status

- Function as an advocate and liaison between the individual and community service agencies (i.e. Department of Health Services, Homeless providers, hospitals, support groups, etc.)
- Assist individuals in connecting with transportation resources; provide appointment reminders in special circumstances
- Collect data, maintain records and prepare progress reports in accordance with state and local requirements
- Attend regular staff meetings, trainings and other meetings as requested
- Support individuals working on the social services (employment, education, housing, health, etc.) goals of their Coordinated Care Plan; monitor progress and provide care plan updates
- Other duties as assigned

Knowledge Skills and Abilities

- Experience working in a community-based setting preferred
- Knowledge of behavioral health and medical terminology highly desired
- Basic computer skills
- Successful completion of a Community Health Worker formal training program such as from a college or other education institution is desired
- Experience working in a multicultural setting
- Ability to initiate and maintain positive working relationships with the Whole Person Care staff and other relevant organizations
- Experience conducting assessments with people from diverse socioeconomic backgrounds
- Adept at researching problems and applying alternative solutions

Minimum Requirements

- High School Diploma or its equivalent; Associates degree preferred
- Bilingual (English/Spanish) preferred
- Current CA driver's license and car insurance
- Lived experience in homelessness, mental health, substance use, or complex medical condition
- Written and oral fluency in English and Spanish
- Solid communication and listening skills
- Ability, willingness, and desire to provide emotional support, motivation, and encouragement while maintaining boundaries
- Proven track record of exercising sound, independent judgment within established guidelines

The above is intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Americans with Disabilities Act

WCCS has pledged to ensure that employees and applicants have equal access to job opportunities, will not be discriminated against based on having an actual or perceived disability, and will have the same opportunity for employment, promotions, and transfers as those individuals who do not have disabilities. WCCS complies with requests for accommodations under the Americans with Disability Act, including the Amendments Act.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions of this position.

Move, traverse – regularly moves about the Center and throughout the community to communicate and interact with clients and staff

Communicate, exchange Information - must successfully partner with WCCS management and staff via phone, text, or email

Detect, identify – frequently reviews and researches program related topics via the internet

Strength – will occasionally move and/or rearrange items, up to 20 pounds

Stationary position – must be able to remain in a stationary position up to 35% of the time

Operate, draft/write, compile – consistently uses a computer and cell phone to communicate and submit reports

West County Community Services is an equal opportunity employer. Our agency values diversity and considers all applicants for all positions without regard to color, ethnic background, religion, sex, gender, gender identity, sexual orientation, national origin, age, disability, HIV/AIDS status, veteran status, or any other legally protected.