



Job Posting

Position: **Full-Time or Part Time PATH Outreach Worker**

Help Network of Northeast Ohio began in 1971 and is 24 hours a day 7 days a week Crisis Intervention/Suicide Prevention and Information Referral Agency. Today Help Network answers 16,000 calls a month in the phone room and provides 15 other programs throughout the Valley including Guardianship, Representative Payee services, Victims' of Crime Assistance, along with Housing Assistance to name a few. Help Network is certified by The Ohio Department of Mental Health and Addiction Services Board, Accredited by American Association of Suicidology, Alliance for Information and Referral Systems and Commission on Accreditation of Rehabilitation Services.

Do you want to work for a leader in crisis intervention and community resources who provides opportunities for professional growth? We are looking for a dynamic compassionate individual to work a flexible part-time schedule and assist people in need. The successful candidate will work as a team and be trained and supervised on an ongoing basis to ensure the success of the employee. The successful candidate must demonstrate the ability to be a good communicator and collaborate with other staff and departments to meet the needs of the organization.

Qualifications: High school diploma or equivalent. Some college courses in social work preferred.

Position Summary

- Conduct street outreach to assist homeless individuals.
- Establish a working relationship with homeless individuals in need of Mental Health Services, who may also need assistance and referrals regarding treatment of substance use disorder, housing opportunities, and benefits.
- Refer these clients to the appropriate organizations.
- Evidence of ability to work as a team with staff and volunteers.
- Evidence of ability to work independently. Quickly develops and maintains rapport with callers using active listening skills.
- Visit homeless shelters, such as the Rescue Mission, drop-in-centers, bus stations, dining halls, parks, and other areas where the homeless congregate.
- Accompany homeless individuals to initial and scheduled appointments when appropriate, as well as coordinate follow-up care to meet the clients' needs.
- Participate in community awareness and outreach programs as assigned.

Competencies:

- Customer Oriented: Demonstrates a level of desire to serve clients by focusing effort on meeting their needs, understanding their concerns, and seeking to build trust.
- Empathetic: Demonstrates a level of ability to identify with or be sensitive to the feelings and experiences of others without judgement.
- Initiative: Demonstrates a level of ability to act and take steps to solve or settle an issue.
- Decision Making: Demonstrates an appropriate level of ability to evaluate information and select an effective and suitable course of action.
- Communication, Oral: Demonstrates an ability to send verbal messages and listen to others' responses in order to convey information.
- Communication, written: Demonstrates a level of ability to write concise, clear letters, reports, and emails.