



OPEN POSITION: Housing Focused Outreach Worker (Full-time)
Hawai'i Health & Harm Reduction Center

DEPARTMENT/PROGRAM: State Homeless Outreach Program

ABOUT US: Hawai'i Health & Harm Reduction Center (HHRC) provides harm reduction-focused services to marginalized populations in Hawai'i, including people living with and/or affected by HIV, hepatitis, substance use, homelessness, and the transgender, LGBTQ, and the Native Hawaiian communities. HHRC bridges gaps and helps individuals access essential resources such as housing, health care, entitlements, and treatment. We foster health, wellness, and systemic change in Hawai'i and the Pacific through outreach, care services, advocacy, training, prevention, education, and capacity building.

SUMMARY OF POSITION: Permanent, full-time, exempt (1 FTE) position with Hawai'i Health & Harm Reduction Center located in Honolulu, Hawai'i. Expected hours of work are generally between 8:00 am and 4:30 pm, Monday through Friday, with the occasional schedule change to accommodate events and conferences. Salary is commensurate with experience.

The Housing Focused 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.

REPORTS TO: State Homeless Outreach Program Manager

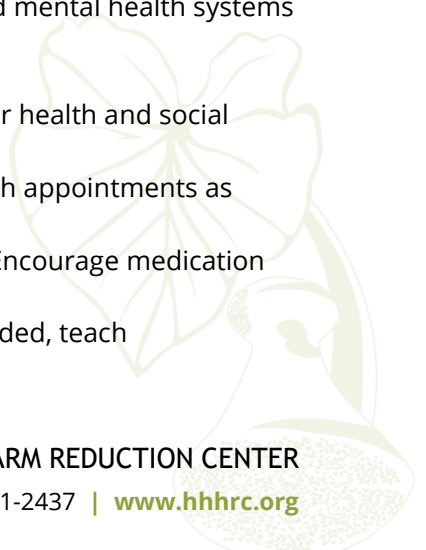
RESPONSIBLE TO: Clients, HHRC, State Homeless Outreach Program Manager, Homeless Outreach Program Coordinator, Housing Focused Case Managers

ESSENTIAL 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.

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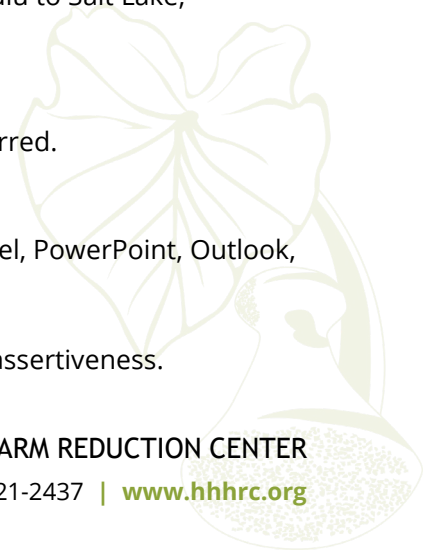
- Provide interim case management services for each program participant, which include:
 - Outreach, engagement, housing needs, and home visits.
 - Preparing a plan based on program participants' needs and goals, for the provision of services.
 - Meeting program participants on a regular basis.
 - Following 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 HHHRC outreach workers to provide a coordinated system of care to the program participants.
- Work as a team with other staff and support team members.
- Participate in supervision.
- Participate in agency committees.
- Maintain appropriate professional and ethical standards while serving as a representative of HHHRC.
- Comply with all policies and procedures of HHHRC Health & Safety Program and Quality Management Program.
- Comply with HHHRC confidentiality policy, HIPAA requirements, cultural competencies, and rights to persons served, as well as CARF standards.
- Perform additional duties as needed and assigned. Duties are subject to change.

MINIMUM QUALIFICATIONS:

- High school degree required; bachelor's degree in social work (or a comparable degree) preferred.
- Demonstrated experience and ability relevant to the responsibilities of the position.
- Extensive knowledge of the greater Honolulu area, from East Honolulu to Salt Lake, preferred.
- One (1) or more years in the human services field preferred.
- Must have driver's license and clean driver's abstract.
- Training in substance use, harm reduction, and dual diagnosis preferred.
- Strong interpersonal, written, and oral communication skills.
- Good crisis intervention and de-escalation skills.
- Basic computer skills required, including Microsoft Office (Word, Excel, PowerPoint, Outlook, SharePoint, etc.).
- Knowledge of addiction and injection drug use a plus.
- Ability to deal with difficult interactions with care, compassion, and assertiveness.

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- Ability to relate effectively to people of a wide variety of backgrounds.
- Ability and willingness to perform to high standards.
- Non-judgmental attitude and the ability to respect the knowledge, actions, and feelings of others required.
- Demonstrated ability to work productively, both independently and as part of a team.
- Commitment to meeting or exceeding the goals of the organization.
- Ability to work well and thrive professionally in an atmosphere of significant diversity, working with marginalized populations.
- Willingness to work for a nonprofit organization.
- Understanding of, and agreement with, the mission of HHHRC.

PHYSICAL REQUIREMENTS:

- Essential physical activities: standing, sitting, walking, finger dexterity, seeing, hearing, speaking, reaching above, at, and below shoulder, and frequent gripping of an object.
- Occasional physical activities: stooping, bending, squatting, twisting body, and lifting.
- Operates various office medical equipment including personal computers.
- 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 thirty (30) pounds.

HOW TO APPLY:

Please carefully read and fully comply with the following: Applicants should send a resume, a letter explaining their interest in and qualifications for this position, an application (found on hhrc.org/employment), and the names and contact information for three relevant references. Applications may be submitted via postal mail, fax, or email attachment as follows:

Hawai'i Health & Harm Reduction Center
677 Ala Moana Blvd., Ste. 226
Honolulu, HI 96813
Telephone: 808-521-2473 ext. 234
Fax: 808-853-3274
Email: jcasken@hhrc.org

Hawai'i Health & Harm Reduction Center provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

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