



HAWAI'I HEALTH & HARM REDUCTION CENTER

The New Chapter for Life Foundation and The CHOW Project

OPEN POSITION: **SHOP Outreach Worker**
State Homeless Outreach Program
Hawai'i Health & Harm Reduction Center

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

The SHOP 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.

This is a permanent, full-time, non-exempt, salaried position with HHRC located in Honolulu, Hawai'i. Expected hours of work are generally between 8:00am and 4:30pm, Monday through Friday, with some evening and weekend attendance for required events, night outreach, and weekend outreach.

REPORTING RELATIONSHIP:

Reports to: SHOP Manager
Supervises: N/A

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Conduct outreach in contracted regions frequented by people experiencing homelessness.
- Assist program participants in acquiring emergency supplies including food, clothing, bedding, medicine, and hygiene.
- Provide interim case management services for each program participant, which include:
 - Outreach, engagement, housing needs, and home visits.
 - Preparing a service plan based on program participants' needs and goals, for the provision of services and review every 6 months.
 - Meet program participants on a regular basis.
 - Follow-up with program participants and providers of services to determine outcome of linkages.

- Provide psycho-social rehabilitation services (teaching hygiene and self-care, housing skills, budgeting, problem-solving, etc.).
- Cross-train in community health outreach and provide back-up and coverage for other homeless outreach workers and community health outreach workers as needed.
- Perform additional duties as needed and assigned. Duties are subject to change.

GENERAL RESPONSIBILITIES:

- Contribute to a safe, creative, enthusiastic, and cooperative working environment for all.
- Work as a team with other staff and support team members.
- Adhere to outreach guidelines and protocols.
- Maintain appropriate professional and ethical standards while serving as a representative of HHHRC.
- Observe and comply with rules and regulations – such as HHHRC Code of Conduct, Drug-Free Workplace – and other administrative policies of HHHRC.
- Abide by all policies and procedures of the HHHRC Health & Safety Program and the Quality Management Program.
- Comply with HHHRC confidentiality policy, HIPAA requirements, cultural competencies, and rights to persons served, as well as CARF standards.
- Demonstrate steadfast understanding of, and commitment to, the Mission, Vision, and Values of HHHRC.

WORKING CONDITIONS/PHYSICAL DEMANDS:

- Office environment: indoors, air-conditioned.
- Outreach environments: outdoors, including sidewalk and off-road homeless encampments.
- Long hours sitting using office equipment and computers, which can cause muscle strain.
- Regular use of computers keyboards, telephone, and operating office equipment.
- Navigating uneven off-road paths, sometimes at an incline.
- 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.
- Occasional lifting and carrying of supplies and equipment (up to 25 pounds).

REQUIRED QUALIFICATIONS:

Knowledge/Skills/Abilities:

- Ability to learn and use relevant electronic platforms and databases.
- Excellent interpersonal, written, and verbal communication skills.
- Strong crisis intervention and de-escalation skills.
- Willing and able to be open and honest, and punctual.
- Strong organization skills and attention to detail.
- Non-judgmental attitude and the ability to respect the knowledge, actions, and feelings of others.
- Demonstrated ability to work productively, both independently and as part of a team.
- Capability to work well and thrive professionally in an atmosphere of significant diversity, working with marginalized populations.
- Ability to independently handle difficult interactions with care, compassion, and assertiveness.

Education/Experience:

- High School diploma/GED, or equivalent work experience.
- One or more years of professional and/or personal experience with homelessness.

PREFERRED QUALIFICATIONS:

- Associates degree, or undergraduate degree, in Social Work or related field.
- One or more years of experience in the human services field.
- Extensive knowledge of the Greater Honolulu area, from East Honolulu to Salt Lake.
- Training in substance use, harm reduction, and dual diagnosis.
- Experience in street outreach.
- Experience working with Hawai'i's ethnic communities.

REQUIRED WORK CARDS/CERTIFICATIONS:

- Valid Hawaii Driver's License and clean Driver's Abstract.
- COVID-19 Vaccination
- TB Clearance
- Hep B Clearance and/or Vaccination
- Must pass Center for Medicare/Medicaid Services eligibility screening.

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., Suite 226
Honolulu, Hawaii 96813
Telephone: (808) 521-2437
Fax: (808) 521-1279
Email: employment@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.