

## JOB DESCRIPTION

<b>Employee:</b>	<b>Agency:</b> Human Services, Inc.	<b>Work Location:</b> 330 W. Market Street, West Chester, PA. 19380
<b>Department:</b> Homeless and Support Services	<b>Title:</b> HACM/CTI Outreach Specialist	<b>Work Hours:</b> 37.5 hours/week

### **Description of Position:**

This position is based out of the Market Street office in West Chester, PA. The Outreach Specialist is responsible for monitoring and maintaining all incoming referrals for the HACM/CTI program. The Outreach Specialist will provide necessary supports to assist identified individuals in attending, completing, and accessing services that are recommended for the individual's treatment. The Outreach Specialist will make first contact with all referrals in order to assess their appropriateness and assist in obtaining documentation needed to proceed through the HACM/CTI program. If the individual is not eligible for HACM/CTI, the specialist will help connect the individual to the services that would be most appropriate to meet their treatment needs.

**FLSA/Employment Status:** Full-time/Permanent/Exempt

**Compensation:** Bachelor Level Range \$38,000 to \$40,000  
Master Level Range \$42,000 to \$45,000

**Title:** Homeless Acute Case Management (HACM)/Critical Time Intervention (CTI)  
Outreach Specialist

### **Qualifications:**

1. A bachelor's degree in social work, psychology, rehabilitation, activities, counseling, education or another related field with at least 3 years of mental health/drug and alcohol services experience.
2. Previous experience working directly with people experiencing homelessness, behavioral health, and drug & alcohol and providing outreach to individuals in similar positions is required.
3. Previous lived experience being homeless acceptable.
4. Previous lived MH and D&A experience with history of personal successful long term recovery management preferred.
5. The following clearances are required for this position: FBI/Child Abuse History/PA Criminal History/PA Driver's License. Employees must maintain a valid driver's license and current automobile insurance.

**Duties and Responsibilities:**

**A. Outreach**

1. Assess and evaluate new and prospective clients when referred to the program.
2. Provide person being referred to HACM/CTI with detailed information regarding the program expectations and internal processes.
3. Assist perspective participants in obtaining important personal documentation including but not limited to birth certificates, identification cards, social security cards, income verification etc.
4. Link participants to appropriate medical benefits and provide ancillary case management support.
5. Work collaboratively with HACM/CTI Coordinator in the assignment of referrals to HACM/CTI Specialists.
6. Provide collaborative support to HACM/CTI staff in transitioning referrals from Outreach to a participating HACM/CTI client or other appropriate referral.
7. Work collaboratively with HACM/CTI Coordinator, HACM/CTI Specialists and, where applicable, other team members to share pertinent client information, strategies and suggestions.
8. Establish and build supportive, non-judgmental relationships with clients participating in HACM/CTI program.
9. Participate and contribute during weekly individual supervision.
10. Explore and identify a variety of different community resources that can be utilized by participants in HACM/CTI Program.
11. Grow and develop existing relationships with landlords throughout the County. Seek out additional landlords willing to work with participants.
12. When necessary, provide advocacy to participating consumers in HACM/CTI Program.
13. Maintain database in order to track all referrals and staff caseloads.
14. Establish and build relationships with other providers and agencies in order to generate referral sources.

**B. Clinical**

1. Screen and assess current mental health/drug and alcohol needs of each participant.
2. Provide access to MH/D&A programming when necessary.
3. Facilitate movement through a D&A Level of Care Assessment.
4. Other responsibilities as assigned to the

**Signatures:**

**Employee :** \_\_\_\_\_

**date:** \_\_\_\_\_

**Supervisor:** \_\_\_\_\_

**date:** \_\_\_\_\_

## RECOVERY PRINCIPLES

Human Services, Inc supports the vision of recovery for all those who experience mental illness. All staff of Human Services will utilize the Recovery principles to guide their interactions with clients and their families in the provision of services. In partnering with clients, all staff will support and facilitate the use of Recovery tools that have proven effective in achieving the goal of recovery.

HOPE : a focus on wellness, health and hope.

CHOICE : recognition of the client's choice in all aspects of service delivery.

INDIVIDUALITY : being responsive to the particular individual's needs and wishes.

PEER SUPPORT : the inclusion of peers and community supports in the planning of services.

PERSONAL RESPONSIBILITY : recognition of the inter-dependence between clients, providers and community supports as experts in their respective arenas.

COMMUNITY FOCUS and INTEGRATION : recognition and integration of an individual's need for housing, employment, education and leisure activities from the outset of treatment planning.

RECOVERY PROCESS : service planning that reflects the view that recovery is individualistic and differently paced for different people.

*I have reviewed the above and agree to adhere to these principles as an employee of Human Services, Inc.*

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*Staff signature*

*date*

