



1818 Corsicana Street
Dallas, TX 75201
P: 214-670-1100
F: 214-243-2025
<http://www.bridgenorthtexas.org/>

Bridge Steps

Job Description

Job Title:	Outreach Trauma Specialists	Department:	Services
Reports To:	Lead Outreach Trauma Specialist	FLSA Status:	Exempt

SUMMARY: The Bridge is launching a trauma informed care street outreach program, that will serve as the front door for unsheltered individuals to our homeless shelter, prevention and housing programming. Using trauma informed care, housing first, and motivational interviewing, Outreach Trauma Specialists will locate, identify, and build relationships with unsheltered homeless persons to provide immediate support, intervention, and connections to The Bridge homeless recovery programs and housing.

OUTREACH RESPONSIBILITIES:

- Log 32 hours per week actively in the field providing daily intensive care management and assistance to no less than 25 unsheltered homeless persons.
- Office on-site at the Bridge shelter one day per week to follow up with individuals placed within the Shelter Response System to ensure a warm hand off to shelter homeless recovery programming.
- Maintain working knowledge of urgent and emergency services such as domestic violence shelters, crisis intervention hotlines, and general shelter system intake processes.
- Maintain working knowledge of general resources such as benefit assistance providers, food banks, or housing services that could assist in the homeless recovery process, housing directly from the street where possible.
- Establish quick rapport with individuals in camps and other unsheltered locations to provide referrals and resources to assist with services delivery and successful transitions out of unsheltered homelessness.
- Maintain a positive relationship with local businesses, churches, and other organizations that may be in the vicinity of camps or other outreach locations being visited.



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- Maintain working relationships with staff on-site at The Bridge campus to ensure continuity of care between outreach, shelter care management and prevention activities.
- Document all outreach, referrals and services provided to unsheltered homeless persons in the homeless database, Client Track.
- Transport homeless individuals utilizing Bridge outreach van to local homeless shelters, appointments, or other locations as necessary to ensure a successful transition out of unsheltered homelessness.

KNOWLEDGE SKILLS AND ABILITIES:

- Ability to quickly establish rapport, trust, and boundaries with guests.
- Capable of working independently to achieve stated program goals with minimum day to day supervision.
- Knowledge of psychosocial theory, best practice methods in care management and social work ethics.
- Experience with homeless management data tracking systems such as Client Track a plus.
- Working knowledge of local community resources is highly preferred.
- Reliable transportation (automobile), current driver's license and valid liability insurance is required.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Social Work or related field. Master's degree preferred. Professional experience in the field may be considered in lieu of preferred formal education requirements.
- Professional experience working with homeless persons is strongly preferred.



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IMPORTANT QUALITIES:

- *Compassion:* Must have compassion for homeless population and be able to show compassion in stressful and difficult situations
- *Interpersonal Skills:* Must be able to make our guests in shelter and in housing feel comfortable in discussing sensitive issues and barriers.
- *Organizational Skills:* This position requires proper documentation and that all reporting is accurate, well documented, and completed in a timely manner.
- *Problem Solving Skills:* This position works with guests, housing navigator, care management team and leadership to solve any issues that prevent housing placement or may threaten continuation of housing for program participants.
- *Time Management Skills:* This position must multi-task and track closely each guest's independent timeline as they process through the program and ensure intakes, recertifications, and exits are all done in a timely manner based on each guest's stage in program completion.

WORK ENVIRONMENT:

- This position will work both on site at the Bridge homeless recovery center as well as throughout the community in outdoor settings including under bridges, underpasses, and other areas unsheltered persons may congregate.

NOTE: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

I can perform the essential functions of this position.



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Employee Signature

Date

Human Resources Signature

Date