

JOB DESCRIPTION

Job Title:	Street Outreach Peer Advocate	FLSA Classification:	Non-Exempt
Department:	Care Services	Reports To:	COO (Delphi)
Hours:	Full-Time (37.5 Hours Per Week)	Salary:	\$19.57/hour

Job Summary:

We are seeking a compassionate and dedicated Street Outreach Peer Advocate to join a new collaboration between Delphi Rise, Trillium Health and Regional Health Reach (RHR). In this role, you will work directly with individuals in-community, providing support and resources for substance use disorder treatment and other social needs. Your lived experience and advocacy will play a vital role in connecting individuals with the care they need. The focus is on connecting individuals to care including primary care, mental health services, and addiction treatment and support services.

The position will be based at Trillium Health's office located at **135 Delevan Street, Rochester, NY 14605**.

Essential Job Duties and Responsibilities:

- Actively engage with individuals in the community.
- Build trusting relationships to encourage individuals to seek support.
- Assess to identify the needs of individuals regarding substance use and overall health.
- Offer guidance based on personal experience, community resource knowledge and strong community collaborations.
- Provide information about crisis supports, treatment programs, case management and mental health services.
- Make direct connections to substance use disorder treatment, case management, and other social need supports.
- Help individuals navigate systems to access services and breakdown stigmatizing barriers.
- Work closely with the medical team to ensure a coordinated approach to care.
- Participate in regular team meetings to discuss plan of care, referrals and follow up.
- Advocate for the rights and needs of individuals experiencing homelessness.
- Maintain accurate and confidential records of outreach activities and client interactions.
- Track and report on community referrals and follow up efforts.
- Submit reports to OASAS when required.
- Any other duties assigned by management.

Supervisory Responsibilities:

This position does not have any supervisory responsibilities.

Minimum Qualification Standards:

- Lived experience with substance use disorder or social challenges.

- An equivalent combination of education and work experience will be considered.
- Strong understanding of the challenges faced by homeless individuals and community resources available to them.
- Familiarity with harm reduction and recovery-oriented approaches
- Must have a Valid, Clean License as per Delphi Rise's Clean Driving Policy.

Knowledge, Skills, and Abilities:

- Computer proficiency including word processing, data entry, spreadsheets.
- Strong organizational skills including the ability to manage multiple details simultaneously.
- Some analytical ability to gather and input data, find solutions to various challenges with individuals, and prioritize work.
- Ability to develop and maintain recordkeeping systems and procedures.
- Ability to create, compose, and edit written materials.
- Ability to work independently and as part of a team.
- Strong written and oral communication skills to interact with clients, vendors and co-workers in a professional and helpful manner in person or via phone or written correspondence.

Equipment, Machines and Software Used:

This position requires the regular use of a computer, printer, photocopier, telephone.

Computer Software: Microsoft Office to include Word, Outlook, and use of an Electronic Medical Record

Mental and Visual Demand:

Moderate mental and visual attention to perform light administrative work, data entry and/or reading. Requires some judgment in the analysis of facts or conditions regarding individual problems or transactions to determine what action should be taken, within the specifications of standard practice.

Physical Demand:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

While performing the duties of this position, the employee is frequently required to sit, stand, walk, talk, hear, perform repetitive hand motion, finger, grasp, handle, feel, push, pull.

The employee is not required to lift or move objects greater than 10 pounds.

Environmental Conditions:

The work environment characteristics described here are representative of those that may be encountered while performing the essential functions of this position.

There is exposure to adverse, sessional environmental conditions, possibly, when going to perform outreach in the community.

Work is also performed in a typical office environment.

Disclaimer:

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

- This job description in no way states or implies that these are the only duties to be performed by the employee(s) occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- The company reserves the right to add to or revise an employee's job duties at any time at its sole discretion.
- This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.
- The position is grant funded initially for 3 years with future years approval dependent on performance effectiveness, as determined by the funder.

EEOC Statement

Delphi Rise is an Equal Opportunity Employer. We are committed to creating and maintaining a workplace that is free from discrimination and harassment in all forms. Employment decisions are made without regard to race, color, religion, creed, sex (including pregnancy, sexual orientation, gender identity or expression), national origin, age, disability, genetic information, marital status, veteran status, or any other characteristic protected by applicable federal, state, or local law.

To apply: Please email your resume directly to HR Generalist Erika DeJesus edejesus@delphirise.org