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SUPPORTIVE SERVICES OUTREACH WORKER (Full-Time)

ABOUT US

The Atlanta Downtown Improvement District (ADID) is a not-for-profit, 501(c)(3) corporation formed in 1995 by Central Atlanta Progress to deliver state-legislated, city-approved Community Improvement District services to Downtown Atlanta. ADID's mission is to keep the 220 blocks and 1.7 square miles of Downtown Atlanta safe, clean, and hospitable. ADID's field operations programs are focused on public safety, public space cleaning and maintenance, and supportive services outreach to unsheltered residents. To learn more about ADID visit our website at atlantadowntown.com

ADID's Outreach Team is an innovative and collaborative homeless outreach team comprised of Supportive Services Outreach Workers who serve those experiencing street homelessness who may have unmet basic human needs and are living on the streets of Downtown Atlanta. The Outreach Team's mission is to invert the burden of street homelessness away from those in need by connecting them to supportive services through a redemptive- rather than punitive- trauma-informed outreach approach.

POSITION SUMMARY

Under the supervision of the Outreach Program Manager, the Supportive Services Outreach Worker along with the rest of the Outreach Team and the Atlanta Downtown Ambassadors works to build relationships with individuals and families experiencing homelessness to provide advocacy and assist with connecting them with services and housing. The Supportive Services Outreach Worker is responsible for identifying highly vulnerable unsheltered homeless neighbors through direct street outreach activities within ADID's district boundaries. The Outreach Worker will administer assessment tools, facilitate placement into emergency and short-term housing, if desired by the neighbor, and connect them to social services. Working collaboratively with the Program Manager, the Outreach Worker will assist with making short-term housing placements and entering all client data into web-based electronic databases.

ESSENTIAL DUTIES

ADID is seeking qualified and motivated candidates to perform the following duties and responsibilities as a Supportive Services Outreach Worker:

- Routinely canvas the public spaces – streets, sidewalks, parks, plazas, etc. – within the Atlanta Downtown Improvement District area to conduct outreach in the community focused on those who are most vulnerable.
- Assist individuals and families experiencing homelessness with accessing resources and making referrals; while continuing to engage with unsheltered homeless neighbors until shelter or permanent housing is obtained.
- Provide advocacy for individuals experiencing homelessness when they encounter barriers.
- Complete client assessments to determine services needed and options for shelter placement.

- Maintain computerized client records, daily activity logs, mileage logs, and other reports as directed, including entering client information into digital web-based databases including Track Tik and the Homeless Management Information System.
- Attend monthly community outreach meetings with local outreach teams to support interagency coordination and partnerships.
- Develop relationships with Downtown businesses through frequent outreach visits to foster trust building.
- May be asked to drive an ADID van/shuttle and maintain all safety conditions, cleanliness and complete daily vehicle inspection reports.
- Other duties as assigned

QUALIFICATIONS

Successful candidates will possess the following:

Essential Requirements

- High School diploma or equivalent
- Previous experience working with individuals experiencing homelessness, specifically a minimum of one year experience working in a shelter, as a homeless outreach worker, and/or lived experience with homelessness.
- Be able to read and write English and follow oral and written instructions
- Pass drug screening and criminal background check
- Possess a valid Driver's License

Physical Requirements

- Occasionally exert up to 50 pounds of force, and/or up to 30 pounds of force frequently, and/or up to 0 pounds of force constantly.
- Work both indoors and outdoors during periods of extreme cold and hot, includes walking for 30 minutes or more.
- Work at least 75% outdoors canvassing and directly engaging unsheltered individuals experiencing homelessness.

Desired Qualifications

- Flexibility - position will require work in the evenings, no later than 7 p.m., up to twice a week.
- Thorough knowledge of reference and research methods and techniques used in collecting, compiling, and organizing data.
- Demonstrated ability to explain an agency's purpose, programs, and operations.
- Knowledge of available community resources.
- Effective communication skills.

POSITION CLASSIFICATION

This is a full-time - Monday through Friday, 40 hours, on-site in-person - non-exempt position. Compensation is commensurate with experience. Full-time employees are eligible to receive paid

Personal Time Off (PTO), Medical Benefits, Life Insurance, and 401-K savings plans. Employees are also eligible for discretionary performance-based bonus pay.

Employment, including benefits, is provided through Atlanta Downtown Improvement District, Inc. ADID is an equal opportunity employer and will consider all qualified applicants for employment without regard to age, disability, religion, creed, political affiliation, race, color, sex, marital status, sexual orientation, or national origin.

Full COVID-19 vaccination is required.

TO APPLY

Interested applicants should e-mail a letter of interest and their resume to hr@atlantadowntown.com. Only those applicants deemed qualified will be contacted. No phone calls, please.