Title: Outreach Worker

Categories: Provisional

Classification: Mental Health Aide

Closing Date: 5/30/12

Personnel Code: 12071

Program: Crisis Stabilization

**JOB SUMMARY:**
The Outreach Worker (ORW) works in the Crisis Stabilization Unit (which in turn is part of the Emergency Services Unit). The ORW works in a variety of ways to provide one-on-one support to individuals experiencing a mental health crisis. Outreach work includes: medication delivery and observation, transportation of clients, social support, and providing support and supervision of clients at Recovery House. Duties include providing culturally competent services in whatever way the individual and his or her providers deem necessary and appropriate in order to assist them in getting through a difficult time, with special emphasis on consumer involvement and empowerment. The ORW works both on an on-call, as-needed basis and may also work scheduled shifts in the Recovery House program. The ORW must be able to provide companionship and support to people in distress, model appropriate social interactions and coping skills, assist clients in identifying natural support systems and help with linking clients to ongoing community-based resources. The ORW will work collaboratively, as a member of a team that includes the client, Emergency Services Unit staff and other community providers. The ORW is committed to providing services that value diversity, are inclusive and promote cultural competence. The Crisis Stabilization Program Manager supervises the ORW.

**QUALIFICATIONS:**

**ESSENTIAL:**
- Experience with and knowledge of mental health, whether through formal training and education or life experiences
- Demonstrated commitment to valuing diversity and different worldviews, recognizing personal limitations and working on an ongoing basis to gain cultural self-awareness, knowledge, and skill
- Demonstrated ability and skill to work with clients in a validating, empowering and non-judgmental manner
- Must be available to work flexible hours

**PREFERRED:**
- Knowledge and skill in providing cross-cultural services
- Possession of driver’s license and access to an automobile
RESPONSIBILITIES:

I. Community Support for Individuals in Crisis: (High responsibility; 90% of effort)

- Provide culturally competent community support services to individuals who are experiencing a mental health crisis. The nature of these duties depends on the nature of the crisis and what the individual requires and shall be developed in concert with the client and treatment team. Potential responsibilities could include:
  - Helping a client get engaged into a treatment program or organization
  - Providing assistance with transportation or helping client learn the bus system
  - Assisting client with locating food pantries or other community resources
  - Spending time assisting client with learning healthy leisure skills
  - Staying in client’s home when crisis is great enough to demand 24-hour supervision
  - Providing support and supervision for clients who are staying at Recovery House (RH) including medication observation, ensuring that clients follow RH rules, ensuring that clients adhere to their specific RH plan in consultation with Crisis Stabilization staff, continuously assessing clients’ symptoms and documenting/consulting accordingly, maintaining a clean and welcoming environment at RH

II. Additional Duties (high responsibility; 10% of effort)

- Participate in scheduled trainings and in-services as appropriate and directed by Crisis Stabilization Associate Program Manager.
- Document contacts in a timely manner
- Keep up to date with required paperwork and reporting
- Represent and promote the Journey Mental Health Center’s and Emergency Services Unit’s culturally/clinically competent service mission to other providers, and the general public.
- Assume an active role that promotes the Center’s and the program’s mission, vision and values.
- Assume an active role that works to reduce collusion and prevent sabotage of the Center’s and the program’s mission, vision and values.
- As appropriate, anticipate in Center and program trainings and discussions on cultural competence to continually work to improve cultural self-awareness, knowledge and skills.

III. Assume other responsibilities, as assigned.

Applications are available:

- at www.journeymhc.org/careers
- or pickup at Journey Mental Health Center, 625 W Washington Ave., Madison, between 8 a.m. and 8 p.m. Monday-Thursday and 8 a.m. to 5 p.m. Friday
- or by phone at (608) 280-2677

Resumes are NOT accepted in place of completed application forms, but can be attached. Employment is contingent upon a receipt of favorable results of background history and driver’s record check.

Journey Mental Health Center is an Equal Opportunity/Affirmative Action Employer. It is the agency’s belief that staff diversity and cultural competence...
are the foundation for services, which are accessible, effective, and relevant to the diverse needs of Dane County children, youth, families, and adults. Women, disabled, and culturally diverse applicants are strongly encouraged to apply.