Job Posting

**TITLE**
16011 Outreach Worker

**CATEGORIES**
Provisional

**CLASSIFICATION**
Mental Health Aide

**CLOSING DATE**
Provisional Pool

**PERCENT OF TIME**
As Needed

**PERSONNEL CODE**
16011 (was 15002)

**PROGRAM**
Crisis Stabilization

**UNION STATUS**
Unknown - Provisional

**SALARY**
$12.83 – $14.75 per hour

**ABOUT THE POSITION**
We have an opening for an Outreach Worker (classification Mental Health Aide) position in our Crisis Stabilization program. The Outreach Worker 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 consumers, social support, and providing support and supervision of consumers at Recovery House. Duties include providing culturally competent services in whatever way the individual and his or her treaters deem necessary and appropriate in order to assist them in getting through a difficult time, with special emphasis on consumer involvement and empowerment. The Outreach Worker must be able to provide companionship and support to people in distress, model appropriate social interactions and coping skills, assist consumers in identifying natural support systems and help with linking consumers to ongoing community-based resources. The Outreach Worker will work collaboratively, as a member of team that includes the consumer, Emergency Services Unit staff and other community treaters. The Outreach Worker is committed to providing services that value diversity, are inclusive and promote cultural competence. The provisional Outreach Worker works on an as-needed basis.

**BENEFITS THAT COME WITH WORKING AT JOURNEY!**
Journey is on the cutting edge of providing services to those in our community who suffer from substance use, mental health and related medical illnesses. We are a training ground for local colleges and others in the behavioral healthcare field in Dane County. Our staff include clinical interns as well as seasoned employees who have decades of longevity!

If you are interested in making a difference in your community, we would appreciate the opportunity to review your resume! Please submit your resume to hr.employment@journeymhc.org.

**FOLLOWING IS A JOB DESCRIPTION**

http://www.journeymhc.org/careers/16011-outreach-worker/
**SUMMARY:**
The Outreach Worker (OW) works in the Crisis Stabilization Unit (which in turn is part of the Emergency Services Unit). The OW 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 consumers, social support, and providing support and supervision of consumers at Recovery House. Duties include providing culturally competent services in whatever way the individual and his or her treaters deem necessary and appropriate in order to assist them in getting through a difficult time, with special emphasis on consumer involvement and empowerment. The OW works on an as-needed basis. The OW must be able to provide companionship and support to people in distress, model appropriate social interactions and coping skills, assist consumers in identifying natural support systems and help with linking consumers to ongoing community-based resources. The OW will work collaboratively, as a member of team that includes the consumer, Emergency Services Unit staff and other community treaters. The OW is committed to providing services that value diversity, are inclusive and promote cultural competence. The OW is responsible to the Crisis Stabilization Program Coordinator and the Clinical Team Manager of Crisis.

**QUALIFICATIONS:**
**ESSENTIAL**

**Experience**

- Experience with and knowledge of mental health, whether through formal training and education, or life experiences
- Demonstrated commitment to valuing diversity and different world views, recognizing personal limitations and working on an ongoing basis to gain cultural self-awareness, knowledge, and skill
- Demonstrated ability and skill to work with consumers in a validating, empowering and non-judgmental manner
- Must be available to work flexible hours
- Possession of a valid driver’s license, a favorable driving record, adequate insurance (per WI law) and access to an automobile

**Typical Physical Demands**

- Requires driving, sitting, standing, light lifting, bending, and reaching; and the ability to use and operate standard office equipment, including computer, calculator, phone, printer, cell phone, facsimile, etc.

**Working Conditions**

- May require evening or weekend hours depending on program and consumer’s needs.

**PREFERRED:**

- Knowledge and skill in providing cross-cultural services

**RESPONSIBILITIES:**
**A. 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 consumer and treatment team.
Potential responsibilities could include:

1. Helping a consumer get engaged into a treatment program or organization
2. Providing assistance with transportation or helping consumer learn the bus system
3. Assisting consumer with locating food pantries or other community resources
4. Spending time assisting consumer with learning healthy leisure skills

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

1. Participate in scheduled trainings and in-services as appropriate and directed by Crisis Stabilization Program Coordinator.
2. Document contacts in a timely manner in a DAP format in the JMHC electronic health record.
3. Keep up to date with required paperwork and reporting.
4. Represent and promote JMHC’s and the Emergency Services Unit’s culturally/clinically competent service mission to other providers, and the general public.
5. Assume an active role that promotes JMHC’s and the program’s mission, vision and values.
6. Assume an active role that works to reduce collusion and prevent sabotage of JMHC’s, the program’s mission, vision and values.
7. As appropriate, anticipate in JMHC and program trainings and discussions on cultural competence to continually work to improve cultural self-awareness, knowledge and skills

The above statements are not to be interpreted as an exhaustive list, but are intended to describe the general nature and level of work being performed by this employee.

Submit your resume to hr.employment@journeymhc.org OR 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

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.