

LANCASTER COUNTY FOOD HUB
812 North Queen Street
Lancaster, PA 17603

Position Title: Outreach Navigator II

Reports To: Outreach and Engagement Manager

Status: Non-Exempt, Full-time (40 hours/week)

PROGRAM SUMMARY:

The LCFH programs directly address the challenges of poverty and homelessness that impact so many in our community. At our front door, the work of upholding dignity, promoting inclusivity, and building relationships begins long before food or clothing are distributed. The LCFH lobby welcomes visitors of many walks of life and our aim is to ensure that everyone has a positive and supportive experience.

The LCFH Outreach Center provides a client-centered, collaborative, and coordinated approach to enhancing physical and mental health, improving social functioning, and increasing the utilization of social services by unsheltered, low-barrier individuals. The program's key goal is to help resolve street homelessness through a relational, supportive approach and serves as a connection between the street and the Homeless Providers Network.

POSITION SUMMARY: Under the supervision of the Outreach and Engagement Manager, the Outreach Navigator works to build relationships with homeless neighbors, provide advocacy, and assist with connecting individuals experiencing homelessness with stable living conditions.

The Outreach Navigator II is responsible for identifying unsheltered neighbors with an initial triage focus on the street, facilitation to the Outreach Center, and integration of clients into and through the Outreach program.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. When working in an outreach capacity, visits communities, and canvasses neighborhoods, and visits partner program locations.
2. When working in Intake capacity, works closely with Intake volunteers, performs guest intake as assigned, assists in managing guest experiences, deescalates situations as required.
3. Works cross-collaboratively with the Outreach Manager, Programs Manager, Intake staff and volunteers, and the Outreach Team.
4. Develops relationships with neighbors to foster trust building, supportive program participation, and assists with resource alignment.
5. Assists unsheltered neighbors with basic needs, accessing resources and making referrals; continuing engagement until stable circumstances achieved.
6. Refers clients to Outreach Center requests for documents, partner collaborations, job searches or housing searches etc.

7. Aligns community resources and assists LCFH guests with navigating the Lancaster social services landscape.
8. Data entry of all outreach services.
9. Attends community meetings as needed.
10. Other duties as assigned.

EDUCATION, KNOWLEDGE AND COMPETENCIES:

- Experience working in underserved population required.
- Experience with housing programs, diversion, evidence-based reentry principles, job skill training or assistance, harm reduction,
- Trauma-informed care experience required
- De-escalation skills required
- Basic computer skills required; Empower Lancaster/HMIS database system experience preferred
- High school diploma plus experience or bachelor's degree
- Bilingual with Spanish helpful.
- Capacity for handling delicate or difficult interpersonal situations effectively and tactfully.
- Capacity for working effectively with all people, including those with mental illness and/or addictions.
- Willingness to proactively seek supervisory input, resources and information needed to accomplish job.
- Ability to multi-task and maintain organization in a changing, at times hectic, environment.
- Ability to identify and effectively address core issues and concerns in a variety of situations.

REQUIREMENTS:

- Valid PA Driver's License.
- PA Criminal Background Check and PA Child Abuse clearances are required.
- Strong interpersonal and communication skills including the ability to interact well with individuals of diverse socioeconomic and cultural backgrounds.
- A commitment to maintain a high standard of work performance, attendance, appearance, and punctuality at all times.
- Ability to work flexible hours and days, Monday – Friday; weekends and evenings as needed

SUPERVISORY: None

MENTAL AND PHYSICAL DEMANDS; including ENVIRONMENTAL FACTORS:

- Frequently make quick decisions and concentrate on tasks at hand in spite of distractions which interfere. Continually handle a diversity of problems and performs multiple tasks.

- May be required to work outside during a variety of weather conditions.
- May be required to walk in public spaces during a shift.
- Ability to operate a motor vehicle.
- Ability to lift up to 24 pounds
- Must be a self-starter and motivated.