



Outreach Counselor Job Description

The Outreach Counselor works with adult clients 18 years and older who live with chronic mental illness, engaging with clients one on one in their homes and in the community, supporting and empowering clients to live more independently. This includes counseling, strengthening daily living skills, assisting in the development of natural supports, and encouraging community integration to enhance clients' quality of life. The schedule is mainly M-F 9:00 am – 5:00 pm.

CORE DUTIES:

DIRECT INTERACTION WITH CLIENTS

- Working and facilitating progress toward client goals
- Coaching and counseling
 - ✓ developing symptom management strategies and coping skills, and identifying barriers to independence
 - ✓ developing natural supports and encouraging community integration
 - ✓ working towards independence
 - ✓ improving and building life skills
- Enhancement of daily life and quality of life
 - ✓ building supports in the community and through development and maintenance of interpersonal relationships
 - ✓ supporting organizing and structuring of client's schedule and daily, weekly, and monthly routines
 - ✓ monitoring physical health and encouraging healthy practices
- Advocacy and assisting in accessing community resources
- Transporting clients for necessary appointments and other obligations as needed and/or included in their service plan.

SERVICE DOCUMENTATION COMPLETION

- In compliance with Chapter 24, state, federal, agency and other required guidelines:
 - ✓ Timely completion case notes, assessments, and social histories
 - ✓ Timely submission of collateral notes and Incident Reports
 - ✓ Other documentation as required

TEAM AND AGENCY PARTICIPATION

- Attend twice monthly team meetings and all staff meetings as scheduled
- Participate in additional training as assigned
- Assist team members through information share and meeting client coverage needs

PROFESSIONAL RESPONSIBILITIES:

- Communicate in a timely manner with team of care providers
- Assist clients in development and implementation of individual case plans, reflecting client goals and utilizing a strength-based approach
- Follow through with a consistent schedule and adherence to deadlines
- Maintain a minimum 25 units (approximately 28 hours) of billable contact with clients weekly
- Complete all paperwork as assigned by supervisor
- Meet with supervisor weekly
- Establish and maintain a consistent schedule with clients and negotiate needed adjustments
- Treat all clients and colleagues with dignity and respect

- Prompt, professional, and responsive communication with clients, fellow staff, supervisor, collateral agencies – in-person, telephonic, electronic, written missive
- Follow all agency policies and procedures
- Maintain a current schedule on Outlook reflecting all appointments and hours worked; Calendars must be updated for upcoming week each Friday by 5:00 pm.
- Dress, personal appearance, and manner of behavior must reflect a professional image
- Maintain confidentiality and HIPAA guidelines
- Other duties as required and/or assigned

DIRECT SUPERVISOR: Outreach Coordinator

QUALIFICATIONS:
REQUIRED

- Minimum of a two-year degree or equivalent, with previous Human Service experience
- Pass multiple background checks, including but not limited to dependent adult/child abuse and criminal background check and driving records check.
- Maintain valid driver's license and reliable, privately insured car, as well as insurability with agency insurance requirements

PREFERRED

- Bachelor's degree in the Human Service field preferred
- Master's degree in Social Work, Counseling, Psychology, Sociology strongly preferred
- 1+ year Human Service experience strongly preferred

KEY SKILLS:

- Ability to work and engage with a wide variety of people
- Problem solving
- Active listening
- Ability to work independently and collaboratively
- Adaptability
- Ability to meet deadlines
- Basic computer skills

COMPENSATION:

- \$11.05 per hour to start; \$12.05 per hour after successful completion of probationary period
- \$100.00 sign-on bonus after successful completion of probationary period
- Paid vacation and sick time; 1 paid personal day per year
- Health insurance (employer-employee funded)
- Employee Assistance Program
- Staff Development & Training