

## **Shepherd's Heart Fellowship**

**Job Title:** Outreach Specialist

**Department:** Outreach Ministries

**Reports To:** Director of Outreach

**FLSA Status:** Non-Exempt

**Date:** May 28, 2025

### **Job Summary/Overview**

The Outreach Specialist serves as a vital supporting member of the Outreach team, directly assisting the Director of Outreach and Chaplain in providing comprehensive support and care to individuals experiencing homelessness and other needs. This role is responsible for ensuring a safe, welcoming, and orderly environment, facilitating access to essential services, and engaging clients with compassion and respect. The Outreach Specialist plays a hands-on role in daily operations and maintaining compliance with established procedures and policies.

### **Key Responsibilities**

#### **I. Client Support & Engagement:**

- Client Intake & Sign-In: Facilitate client intake and sign-in processes.
- Service Facilitation: Administer client services ensuring adherence to established guidelines and policies.
- Direct Ministry Support: Provide direct ministry support through active listening, offering prayer, and connecting clients to appropriate internal and external resources, while adhering to professional boundaries.

#### **II. Operational Support & Compliance:**

- Daily Operations: Assist with daily Drop-in Center opening and closing procedures.
- Code of Conduct Enforcement: Observe and address Code of Conduct violations, documenting incidents and escalating as needed.
- De-escalation: Apply de-escalation techniques in agitated situations, prioritizing safety.
- Inventory Management: Assist with monitoring and reporting inventory levels for distributed goods and consumables.
- Donation Center Management: Manage donation processing, organization, and cleanliness in the donation center, assisting volunteers.
- Food Safety: Adhere to all food handling safety guidelines.

#### **III. Outreach & Administrative Assistance:**

- Community Outreach: Participate in outreach to homeless camps to build relationships and provide support.
- Neighborhood Engagement: Engage in neighborhood outreach to promote services and

provide support.

- Worship Support: Support spiritual services, including Morning Prayer and Holy Eucharist, assisting with preparations and transitions.
- Documentation: Complete and maintain accurate records for client services and daily operations.
- Communication: Clearly communicate Drop-in Center policies and schedules to clients.

#### **IV. General Duties:**

- Other duties as assigned.

#### **Qualifications**

- **Education/Experience:**
  - High School Diploma or GED required.
  - Previous experience working in human services preferred.
- **Requirements/Certifications:**
  - Valid PA Driver's License with a clean driving record.
  - CPR/First Aid certification required.
- **Skills & Abilities:**
  - Excellent organization and problem-solving skills with the ability to manage various tasks simultaneously.
  - Works exceptionally well in a team environment, demonstrating strong collaboration.
  - Have a mature faith in Jesus Christ as his/her Lord and Savior and be active in a church.
  - Be a Christ-like model for clients and staff in attitude, speech, and actions toward others.
  - Competent in the use of personal computers, including Microsoft Suite products, with the ability to learn new proprietary software.
  - Strong interpersonal skills; compassionate and patient demeanor; able to create a safe and comfortable environment for diverse individuals.
  - Knowledge of drug, alcohol, and mental illness is helpful.
  - Ability to remain calm and effective in crisis situations.
  - Physical ability to lift and move supplies and stand for extended periods.