



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 Monday through Friday, 9:00 am to 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 triggers
 - ✓ developing natural supports and encouraging community integration
 - ✓ mitigating barriers and working toward 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, quarterly updates, 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/28 hours of billable weekly client contact
- 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

- Bachelor's degree in a Human Service field or a minimum of a two-year degree or equivalent with a minimum of 2+ years of experience in human services
- 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

- Master's degree in a Human Service field (Social Work, Counseling, Psychology, Sociology) 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
- Writing
- Basic Microsoft Office, SharePoint, OneDrive competencies

COMPENSATION:

- \$14.05 per hour + Incentive Pay eligible (up to an additional \$3.00/hour)
- \$200.00 sign-on bonus after successful completion of probationary period
- Competitive Benefits Package including, but not limited to
 - ✓ Health Insurance (employer-employee funded)
 - ✓ IRA (optional)
 - ✓ Paid vacation/sick/holiday time; one paid personal day each year
 - ✓ Mileage Reimbursement
 - ✓ Employee Assistance Program (EAP)
 - ✓ Staff Development & Training