OPEN POSITION: LGB&T Youth Housing Peer Outreach Navigator

DEPARTMENT/PROGRAM: Guide on the Side (GotS) Project – Designed for LGB&T Youth

The Hawai‘i Health & Harm Reduction Center (HHHRC) provides harm reduction focused services to marginalized populations in Hawai‘i, including people living with and/or affected by HIV, hepatitis, substance use, homelessness, and the transgender, LGBQ and the Native Hawaiian communities. We strive to empower the diverse communities we serve through outreach, support, and education.

SUMMARY OF POSITION: Permanent, full-time (1 FTE) position with HHHRC, located on O‘ahu. Salary is commensurate with experience. The outreach navigator functions as the key linkage between LGB&T youth homeless persons and the service systems throughout the community and responds comprehensively to the needs of the program participants through outreach, referral, and case management.

LGB&T youth homeless navigators must be open, honest, punctual, detail-oriented and organized. Being able to work autonomously is a must. Flexible schedule required – some evenings, over-nights and weekends may be required or on-call.

SCOPE OF POSITION: Reports to: LGB&T Program & Capacity Building Manager

MAJOR DUTIES & RESPONSIBILITIES

- Conduct street based and online outreach in areas frequented by LGB&T homeless youth.
- Provide one-on-one support services to all youth to enhance linkage services.
- Assist program participants in acquiring emergency supplies, including food, clothing, bedding, medicine and hygiene.
- Provide linkage to additional HHHRC services including substance use, behavior health and clinical services.
- Connect program participants to mainstream public benefits and obtaining identification. Take program participants through financial (general assistance, SNAP), medical, and mental health systems to connect them with services, as needed.
- Provide outreach and supportive services at the mobile crisis unit.
- Conduct outreach and provide support services for mobile crisis unit during assigned weeks and in partnership with the Hui including responding to crisis calls.
- Conduct intake and assist in assessment, counseling, and referrals for health and social services.
- Make appointments for program participants and escort them to such appointments as needed.
- Provide counseling, consultation, and crisis intervention as needed. Encourage medication adherence as appropriate.
- Assist with family and social relationships as appropriate. Teach communication and social skills development, as needed.
- Provide HIV & HCV screening and linkage.
- Provide supportive case management and navigation services for each program participant, Cross-train in community health outreaching and provide back-up and coverage for homeless outreach workers and community health outreach workers as needed within HHHRC.
- Advocate on behalf of program participants to ensure equity of treatment.
- Adhere to outreach guidelines.
• Keep records of all program participant cases and be responsible for ensuring that records are kept confidential.
• Work with HHHRC outreach workers to provide a coordinated system of care to the program participants.
• Complete daily, weekly and monthly data as required by the program.
• Participate in all program and agency trainings.
• Perform other duties as needed.

MINIMUM QUALIFICATIONS
1. **Experience:** Experience in street outreach strongly preferred.
2. **Knowledge and Skills:** Knowledge of the LGB&T community, especially LGB&T youth. Strong interpersonal, written, oral communication skills. Good crisis intervention and de-escalation skills. Basic computer skills required, including Microsoft Office. Knowledge of addiction and injection drug use a plus.
3. **Abilities:** Non-judgmental attitude and the ability to respect the knowledge, actions and feelings of others is required. Must have the ability to deal with difficult interactions with care, compassion and assertiveness, and the confidence and ability to work alone. Ability to relate effectively to people of a wide variety of backgrounds.
4. **Physical and/or Medical Demands:** Must be able to walk for long periods of time to engage in street-based outreach. Must be able to lift and/or move up to 30 pounds.
5. Must have driver’s license and clean driver’s abstract.

DESIRED QUALIFICATIONS
1. **Education:** Bachelor’s Degree in social work (or a comparable degree) preferred.
2. Extensive knowledge of O’ahu including supportive services & resources.
3. One or more years of experience in the human services field.
4. Training in substance use, harm reduction, and dual diagnosis preferred.

HOW TO APPLY

Please carefully read and fully comply with the following. Applicants should send a resume, a letter explaining their interest in and qualifications for this position, an application (found on hhhrc.org/employment), and the names and contact information for three relevant references. Applications may be submitted via postal mail, fax or email attachment as follows:

Hawaii Health & Harm Reduction Center
677 Ala Moana #226
Honolulu, HI 96813
Telephone: 808-521-2473 ext. 234
Fax: 808-853-3274
Email: jcasken@hhhrc.org

Hawaii Health and Harm Reduction Center provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.