




Job Description

JOB TITLE: HHP Outreach Worker
PROGRAM: Ho`omalalama Housing Pathways
REPORTS TO: DOTSS & Housing Navigator
TYPE OF POSITION: Non-Exempt, Part Time

APPROVED BY:  **DATE:** 5/11/2026
Executive Director

SUPERCEDES JOB DESCRIPTION TITLED AND DATED: Community Empowerment Specialist- Youth Street Outreach Program November 2022, 5.2023, January 2026, March 2026

I. JOB SUMMARY: Under the direct supervision of the Housing Navigator and/or Director of Transitional Support Services, and in keeping with the mission and goals of the agency, the HHP Outreach Worker conducts street outreach, engagement, and supportive services for youth and young adults experiencing homelessness, housing instability, couch surfing, or unsafe living conditions throughout Kaua'i.

II. QUALIFICATIONS/REQUIREMENTS:

Skills / Knowledge:

- Knowledge of community resources and ability to coordinate services effectively.
- Ability to engage and communicate with vulnerable youth and young adults in a respectful, trauma-informed, and culturally responsive manner.
- Strong organizational, communication, and documentation skills.
- Ability to work independently while also collaborating as part of a team.
- Ability to maintain confidentiality and professional boundaries.
- Knowledge of homelessness, housing instability, behavioral health, or youth services preferred.
- Ability to de-escalate situations and respond calmly in crisis situations.

Education / Training:

- High School Diploma required.
- Associate or bachelor's degree in human services, Social Work, Psychology, Education, or related field preferred.
- CPR and First Aid Certification preferred or willing to obtain.
- Basic computer skills and familiarity with office and documentation systems required.

Experience:

- Experience in outreach, human services, customer service, peer support, youth work, or community service preferred.
- Experience working with homeless or at-risk populations preferred but not required.

III. ESSENTIAL JOB FUNCTIONS:

- Conduct outreach throughout the community to engage homeless or at-risk youth and young adults.
- Build rapport and establish trusting relationships with participants.
- Coordinate and distribute outreach supplies including food, hygiene products, clothing, water, and bus passes.
- Coordinate and complete Foodbank shopping, pickups, inventory, and distribution for outreach efforts and participant support.
- Organize, stock, and maintain outreach supplies, pantry items, hygiene products, and donations.
- Assist with preparation and distribution of food, basic needs items, and emergency supplies during outreach activities.
- Assist participants with accessing:
 - Emergency shelter
 - Transitional housing
 - Permanent housing resources
 - Employment assistance
 - Medical and mental health services
 - Identification documents
 - Public benefits and supportive services
- Complete outreach logs, sign-in sheets, encounter forms, case notes, HMIS entries, and monthly reports.
- Coordinate transportation assistance and appointment support when appropriate.
- Collaborate with community agencies and programs to increase participant resources and opportunities.
- Participate in outreach events, community meetings, trainings, and collaborative efforts.
- Attend and participate in all required agency training including safety protocols, trauma-informed care, HMIS, CPR/First Aid, and community partner trainings.
- Participate in staff development opportunities and ongoing professional training related to outreach and housing services.
- Promote participant safety, dignity, and empowerment.
- Always maintain confidentiality and ethical standards.

IV. OTHER JOB FUNCTIONS:

- Assist with volunteer coordination and outreach event support.
- Assist with outreach preparation including loading/unloading supplies, organizing materials, and preparing outreach kits.
- Support volunteers and interns participating in outreach and community events.
- Maintain inventory and organization of outreach supplies and donations.
- Support program data collection and quality improvement activities.
- Maintain communication and linkages with community agencies and service providers.
- Participate in multi-agency collaborations, training, and outreach initiatives as required.
- Assist with special projects and other duties as assigned.

V. WORKING CONDITIONS:

Environment:

Office, community settings, parks, beaches, shelters, encampments, schools, and outreach locations throughout Kauaʻi.

Equipment Use:

Computer, telephone, agency vehicle (if applicable), and standard office equipment.

Work Hours:

Flexible schedule including daytime, occasional evenings, weekends, outreach events, and community activities as assigned.

VI. PHYSICAL DEMANDS: Frequent walking, standing, driving, lifting, and carrying outreach supplies. Ability to lift and transport up to 50 pounds occasionally. Frequent driving and travel throughout the island for outreach activities and community meetings.

VII. MENTAL DEMANDS: Frequent use of judgment, discretion, and problem-solving skills. Ability to remain calm and professional in crisis or high-stress situations. Ability to manage multiple tasks, outreach coordination, documentation, and participant needs simultaneously.

VIII. COMMUNICATIONS DEMANDS: Strong verbal and written communication skills required. Ability to work collaboratively with diverse populations, community partners, staff, and volunteers. Ability to communicate effectively with individuals from various cultural, socioeconomic, educational, and age backgrounds.

IX. OTHER:

Must possess:

- Valid driver's license
- Reliable transportation
- Current vehicle insurance
- Safe and responsible driving record

This job description is intended to indicate the kind of tasks and levels of work difficulty that will be required of the position given the title **HHP Outreach Worker** and shall not be construed as declaring all the specific duties and responsibilities. It is not intended to limit or in any way modify the right of the supervisor to assign, direct, and/or control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

Employee's Acknowledgement _____ Date _____

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