



## JOB DESCRIPTION

<b>Job Title:</b>	<b>Peer Navigator</b>
<b>Location:</b>	Denver
<b>Department:</b>	40 - Shelter or 60 - Outreach Team
<b>Reports to:</b>	Shelter or Outreach Assistant Supervisor
<b>Supervises:</b>	None
<b>FLSA Status:</b>	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt

### **JOB SUMMARY**

Under the supervision of the Outreach/ Shelter Program Supervisor, Urban Peak’s Peer Navigator is responsible for providing client-centered assessment and navigation, helping youth to determine their individual pathway from the streets or shelter into self-sufficiency and stability. They connect with youth on the streets, in the Drop-In Center, and at the Urban Peak Shelter to build healthy and strong relationships with these youth in order to empower and accompany them on their path to self-sufficiency. The Peer Navigator also acts as a liaison to inform youth from a collaboration of local service providers (Denver Rescue Mission, St. Francis Center, and Samaritan House) about the services offered by Urban Peak and assist those youth in navigating any barriers to accessing Urban Peak services. This is accomplished through spending time helping to operate milieu program space, outreach on the streets and to other Denver area service providers, one-on-one peer work with clients, and occasionally co-facilitating groups, classes, and activities alongside other program staff. The Peer Navigator works as part of a larger interagency team (the Denver Peer Navigator Collaborative) to coordinate care and services for people experiencing homelessness in Denver, and function as an integral part of the Continuum of Care in the Denver Metro area. This position will require a trauma-informed outlook on clients and will work to emphasize healthy physical and emotional boundaries with Urban Peak clients and staff.

### **QUALIFICATIONS**

- Lived experience of homelessness. (Preferred) lived experience of working through substance use, mental health, and/or physical health barriers. (Preferred) former Urban Peak client, out of direct service programs for minimum of two years.
- Evidence of a trauma informed and strengths-based mindset; basic competency and trainable in the areas of harm reduction, motivational interviewing, positive youth development, and restorative justice.
- Experience, competence, sensitivity and ability to connect well with youth from a wide variety of backgrounds, including youth with current substance dependency, mental health problems, and/or other disabilities.
- Experience and competence in working with oppressed and marginalized populations, including youth who identify as LGBTQ, and a commitment to advocacy and empowerment in diversity and inclusion work.
- Skill in oral and written communications.
- Skill in crisis intervention and de-escalation.
- Able to make independent judgement and sound decisions using available information while maintaining appropriate confidentiality.
- Able to function as a member of a multi-disciplinary team and work with collaborating agencies.
- Able to multi-task and work calmly in a chaotic environment.
- Must be team-oriented and able to coordinate with various departments and staff.

- *Must pass both federal and state background checks.*
- Must pass pre-employment TB screening.

## **WORK SCHEDULE**

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This position may include day and evening hours as needed. Requires some flexibility to attend meetings and travel to meet with youth at various service providers.

## **JOB DUTIES**

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*The job duties of this position are performed personally, in cooperation with your supervisor, and/or in coordination with other staff. Additional duties may be assigned.*

All Outreach Case Manager positions will be responsible for performing the general work duties listed:

### **Engagement and Outreach**

- Works collaboratively with other Denver Metro Area service providers to identify youth and young adults (15 – 24 years old) in need of assistance accessing services and housing.
- Assists in conducting yearly Point In Time survey.
- Accompanies clients to the DMV, Colorado Legal Services, health and legal clinics, and other services to provide a warm hand off as needed.
- Actively engage known youth to build rapport and provide basic needs supplies. Seek out and build trusting and healthy relationships with youth who are not yet accessing other services at Urban Peak.
- Seek out disengaged youth in order to introduce them to resources and Urban Peak's spectrum of services.
- Utilize a trauma informed approach to all interactions with youth, maintaining client confidentiality and respecting that while on outreach, staff are guests in the youths' space.

### **Navigation and Referrals**

- Works to connect clients to ongoing case management support within Urban Peak.
- Continually provides peer support and accompaniment to youth as they navigate Urban Peak programs and other service providers, as needed.
- Will independently familiarize self and client with resources in the community so as to provide appropriate and timely referrals.
- Collaborates with homeless service providers in the community and Urban Peak programs to provide coordination, communication and continuity of services.
- Accepts referrals from other agencies and works collaboratively with staff from other Denver Peer Navigator Collaborative agencies to contact youth and help navigate services.

### **Program Milieu**

- Develops relationships with youth to provide support and peer coaching.
- Provide youth with direction, support, and referrals.
- Assist program staff with facilitation of coping and life skills programming.
- Assist program staff with smoothly operating the space.
- Work with youth to maintain cleanliness of the environment.
- Assess the level of need and intent of youth and make recommendations regarding youth's involvement in other Urban Peak programs.

### **Documentation**

- Accurately document all services, including assessments, into HMIS.
- Collect and maintain accurate data on an ongoing basis.
- Maintain clear and effective communication with other staff regarding clients.

- Work to ensure client confidentiality.
- Complete thorough assessments in a manner that begins to establish comfort and trusting relationships.

### **Professional Development**

- Attends professional trainings as required.
- Becomes involved as an advocate in various settings for the unique experiences and needs of youth experiencing homelessness.
- Steps up to train others (formally and/or informally) in areas of expertise.

### **PROFESSIONAL PERFORMANCE**

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- Adhere to all Personnel Policies and Procedures for the Agency
- Maintain professional standards of performance, demeanor, and appearance at all times; act as a “role model” both at and away from the Agency
- Maintain a creative, team-building approach to job performance and seek to bring a constructive, problem solving orientation to all tasks
- Performs all tasks and responsibilities with attention to detail and in a complete and timely manner, complying with agency policies and standards and conforming to the scheduling requirements of the job and program
- Maintain an awareness of the agency’s mission and work to promote the positive individual and social change goals it embodies
- Exercise discretion and professional judgment at all times keeping with the responsibilities carried personally and by the agency for the care and welfare of the clients; act with honesty and integrity at all times.
- Actively strive to upgrade professional skills through engaging in appropriate professional training and experience
- Actively strive to create and maintain a culturally sensitive, trauma informed and appropriate environment through communication and interaction that demonstrates respect for diversity
- Promote the philosophy of trauma informed care in interactions with youth, staff and individuals both internally and externally
- Support youth development and youth involvement in decision-making processes

### **PHYSICAL REQUIREMENTS**

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- Employee frequently is required to sit. Employee is frequently required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and occasionally stoop, kneel, or crouch
- Requires manual and finger dexterity and eye-hand coordination
- Able to speak and write the English language in an understandable manner
- Requires the ability to use department equipment, such as telephones, personal computers, adding machines, copiers, fax machines, etc. Position requires frequent use of computer and phone
- Able to hear well enough to communicate with employees and others
- Ability to meet youth off-site
- Able to be on feet and mobile up to 10 hours per day
- Able to lift up to 50 lbs

### **WORK ENVIRONMENT**

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Employees in this position may be subject to long hours on their feet in an outdoor street environment that may frequently include physical conditions such as inclement weather or temperature extremes and interpersonal contact from non-employees that include sexual innuendo and raw, abusive or threatening language.

Employees must be comfortable providing safer sex supplies and bleach kits to youth. Employees may outreach to homeless youth in public places, under bridges, in abandoned buildings, and other outdoor areas in an attempt to engage them in a non-threatening way.

**ACKNOWLEDGEMENT**

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This job description is intended to describe the general nature and level of work performed. It is not intended to be a complete list of all responsibilities, duties and skills required of employees performing this job. Furthermore, this job description does not establish a contract of employment. Urban Peak may change job descriptions at any time, with or without notice as service needs require.

I have read and understand this job description.

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Employee Signature

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Date