POSITION ANNOUNCEMENT

POSITION TITLE: Outreach Services Liaison

STATUS: Full-Time – 9am-5pm M-F

CLASSIFICATION: Hourly

LOCATION: Cleveland, Ohio (NRRC)

RESPONSIBILITIES: Responsible for acting as a liaison between North Star Neighborhood Reentry Resource Center (NRRC), the Office of Reentry, and Greater Cleveland Reentry Strategy’s Transition Committee. Provides pre/post release service linkages to Cuyahoga County inmates at Grafton Reintegration Center, Northeast Reintegration Center and Video S.T.A.R. (with the Adult Parole Authority).

Essential functions of this job include, but are not limited to:

Identifies and builds networking relationships with local service providers to develop and conduct outreach and service linkage modules at Department of Corrections and Rehabilitation and Adult Parole Authority.

Conducts outreach to Department of Corrections and Rehabilitation’s Case Managers, Unit Managers, Reentry Coordinators and the Adult Parole Authority to identify potential members.

Provides information regarding services and other community support available to Department of Corrections and Rehabilitation’s Case Managers, Unit Managers, Reentry Coordinators and the Adult Parole Authority.

Conducts orientation sessions at Department of Corrections and Rehabilitation locations and the Adult Parole Authority.

Coordinates and works with the transitions committee to develop and conduct outreach and service linkage modules at Department of Corrections and Rehabilitation location and the Adult Parole Authority.

Attends and manages reentry fairs and community events.

Conducts community presentations in the greater Cleveland area.

Conduct specialized orientations with new members being directly referred by Department of Corrections and Rehabilitation and the Adult Parole Authority.

Posted: 3/8/2019
Ensures activities and support are provided to the potential members’ families and support network persons.

Works with the Director of Business Development and Research Department to track, review, and analyze data in an accurate and timely manner. Data includes, but may not be limited to: client orientation, institutional presentations, client and provider follow up calls, North Star contact rate and enhance member rate.

Reviews Risk and Needs Assessments and Reentry Transition Plans in order to assist with supportive linkages.

COMMUNICATION AND INTERPERSONAL SKILLS

Facilitates and maintains productive communication while maintaining a professional, prosocial relationship with clients and employees.

Maintains appropriate boundaries with clients and employees as outlined in Agency Code of Ethics and other policies.

Expresses empathy regarding client situations as appropriate.

Recognizes antisocial thinking and behaviors. Addresses them immediately, positively, and in a non-threatening manner.

Acknowledges clients’ prosocial behaviors and generates a reward report if warranted.

De-escalates potentially volatile situations between clients when necessary utilizing cognitive-based intervention strategies.

Effectively communicates pertinent information at shift change to co-workers and/or program management staff (e.g., client hospitalizations, suicide watches, federal incident reports, AWOL/escaped clients, unknown whereabouts).

Maintains telephone coverage during hours on duty. Answers calls courteously and professionally, directs calls appropriately, and takes accurate messages as necessary.

Interacts professionally with employees, visitors, guests, law enforcement, court, and safety personnel.

MODELING SKILLS

Speaks positively about the program, Agency, and employees.

Speaks positively about programming, law enforcement, courts, and the law in general.
Displays prosocial thinking and prosocial behavior.

Demonstrates respect toward employees and clients.

**KNOWLEDGE**

Assists clients in role playing difficult situations to achieve a more positive result.

Assists clients in efforts to problem solve.

Demonstrates an understanding of the principles of cognitive-behavioral therapy.

Demonstrates an understanding of the principles of social learning.

**OTHER**

Ensures clients’ rights are upheld. Maintains client and staff confidentiality according to Agency policies and procedures; state law; and federal regulations to include Confidentiality on Alcohol and Drug Abuse Patients Records, 42 C.F.R. Part 2 and the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), 45 C.F.R. Parts 160 and 164.

Obtains required training hours on an annual basis.

Attends staff meetings and required training sessions.

This job description in no way states or implies that these are the only duties to be performed by this employee. He/she will be required to follow any other instructions and to perform any other duties requested by his/her supervisor.

Regular work schedule of 40 hours per week which may include weekends.

**STRENGTH RATING/
PHYSICAL DEMANDS:** While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to sit. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.
WORK ENVIRONMENT: While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

QUALIFICATIONS: Bachelor’s degree required. Exceptional interpersonal, organizational, public speaking, and writing skills required. Reliable transportation, valid Ohio driver’s license, and a driving record that does not preclude the employee from being covered by Agency liability insurance. Must have ability to effectively work with Agency employees, outside contacts, and a diverse client population.

STARTING RATE: $17.00 per hour

CONTACT: Stephanie Fleytuta, Recruitment Coordinator

Employees of Oriana, House, Inc., should email a letter of interest to StephanieAFleytuta@orianahouse.org. Please refer to the Operations Manual (Recruitment Procedures and Position Announcements, 3003) regarding the complete requirements for letters of interest. Please be aware, if the employee does not meet the requirements, a supervisor may choose not to interview him/her.

Outside Applicants can:
1. E-mail a resume to StephanieAFleytuta@orianahouse.org OR
2. Fax a resume to: (216) 999-7492, attention Human Resources Department; OR
3. Complete a job application at 1834 E 55th Street, Cleveland, OH 44103 (Monday through Friday, 9:00 AM to 5:00 PM)

DEADLINE: Sunday, March 17, 2018, 5:00 PM

Oriana House Inc., is an Equal Employment Opportunity Employer (including veterans, disabled, and other protected categories) and a Drug-free Workplace