RecoveryWorks

Respite • Rehousing • Recovery

Street Outreach Specialist

Position Title	Street Outreach Specialist
Employment Status	Full-time, Regular
Reports to	COO
Primary Work Location & Schedule	14825 W Colfax Ave, Lakewood, CO 80014 Monday – Friday Hours Flexible
Last Updated	10/27/26

Our Mission

The mission of RecoveryWorks is to create access to opportunities for community, recovery and resource alongside our unhoused neighbors.

Job Summary

The Street Outreach Specialist is a field-based position responsible for providing direct services, housing-focused case management, and comprehensive documentation and data tracking for individuals experiencing unsheltered homelessness. Working primarily outdoors in parks, encampments, commercial corridors, and public rights-of-way in the City of Lakewood and other assigned service areas, the Specialist builds relationships with individuals who may be disconnected from formal systems of care, with the goal of supporting movement toward shelter, RecoveryWorks programs, permanent housing, recovery, and long-term stability. The role emphasizes trauma-informed, person-centered and low-barrier engagement, motivational interviewing, strong community partnership, and consistent follow-through. Accurate and timely data entry, documentation, outcome tracking, and administrative work are essential functions of this position and carry the same level of responsibility as field-based outreach. This is a full-time exempt position that reports to COO

Primary Responsibilities / Essential Job Functions

Outreach & Engagement

- Deploy to identified outreach locations, including encampments, parks, commercial corridors, vehicles, and public spaces.
- Engage individuals using trauma-informed, person-centered and low-barrier approaches, prioritizing those who are disconnected from services or have experienced service-related trauma.
- Provide direct engagement during encampment resolutions, including relocation support, safety planning, resource navigation, and connection to services.
- Build consistent relationships over time and maintain appropriate follow-through with individuals engaged through outreach.

Housing-Focused Case Management

- Conduct initial housing assessments using Coordinated Entry tools, HMIS, and other required systems.
- Develop and implement individualized housing case plans focused on positive exits from homelessness and sustainable housing stability.
- Assist participants in acquiring housing-readiness documentation, including identification, Social Security cards, income verification, disability documentation, and other required materials.
- Coordinate referrals and warm hand-offs to housing programs, RecoveryWorks programs, shelter, behavioral health, substance use treatment, primary care, and other community resources.
- Maintain active follow-up on referrals and housing opportunities rather than relying solely on resource provision.

Service Navigation & Wrap-Around Support

- Provide direct or referral-based access to health care, behavioral health, substance use and recovery services, benefits enrollment, outreach courts, employment services, legal support, transportation, and other stabilization resources.
- Monitor participant progress, identify barriers, and adjust plans as needed in coordination with participants, RecoveryWorks staff, and community partners.
- Support continuity of care as individuals move between street outreach, RecoveryWorks programs, community services, and permanent housing.

Data Management, Documentation & Accountability

- Maintain accurate, complete, and timely participant documentation in HMIS, Alleva, and all other required organizational, partner, or funder databases.
- Complete documentation and data entry within established RecoveryWorks timelines. Documentation is an essential function of the position and is not considered secondary to field-based outreach.
- Accurately track outreach contacts, engagements, referrals, services provided, housing progress, participant outcomes, and other required program measures.
- Maintain organized records necessary for grant reporting, contract compliance, program evaluation, performance monitoring, and organizational decision-making.
- Regularly review assigned participant and outreach data for completeness and accuracy and promptly correct identified data-quality issues.
- Complete required program, performance, evaluation, and funder reports within established deadlines.
- Maintain compliance with HMIS, HUD, organizational, funder, privacy, data-security, and recordkeeping requirements.
- Use scheduled administrative time effectively to ensure field responsibilities do not interfere with required documentation, tracking, reporting, and follow-up.
- Participate in regular data review, supervision, and quality-assurance activities to ensure program outcomes are accurately captured.

Collaboration & Partnership

- Work in close coordination with municipal and county homelessness response teams, navigators, law enforcement partners as appropriate, parks personnel, and other community-based outreach partners.
- Establish and maintain professional partnerships with nonprofits, health and behavioral health providers, recovery organizations, libraries, local businesses, government agencies, and other community resources.
- Attend required partner meetings, multidisciplinary case conferences, outreach strategy meetings, huddles, supervision, and other organizational meetings on time and prepared to participate.
- Communicate proactively regarding delays, absences, barriers, participant needs, or other issues that may affect service delivery or partner relationships.

Crisis Response & Risk Management

- Provide support and appropriate intervention during crises, including behavioral health episodes and safety concerns.
- Develop and implement safety plans when appropriate and follow established RecoveryWorks procedures and escalation protocols.
- Seek supervisory guidance when circumstances fall outside established procedures or require additional clinical, operational, or safety support.

Field Preparedness

- Carry and distribute approved outreach supplies, including hygiene items, food, and resource materials.
- Utilize agency phones and transportation, including personal or agency vehicles as applicable, to conduct mobile outreach safely and effectively.
- Work effectively in outdoor and community-based environments, including during changing weather conditions.

Other Responsibilities:

- Maintain a high level of confidentiality when interacting with budget and financial information and data.
- Support managing the on-staff accounting position to ensure financial responsibilities of the account/administrative position are being completed accurately.
- Respond respectfully and effectively to people of all cultures, classes, races, ethnic backgrounds, sexual orientations, and faiths or religions in a manner that recognizes, affirms, and values the worth of individuals.
- Move RECOVERYWORKS's Mission forward while upholding and incorporating RECOVERYWORKS's Core Ideology & Values.
- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. As part of a unified team, duties may be assigned as needed to support the organization's mission and ensure the highest level of service to RecoveryWorks participants.

Position Requirements

- Participation in RECOVERYWORKS all staff in person events which may require travel.
  - Colorado residency and ability to relocate to Lakewood Colorado or Denver Metro area.
  - Provide proof of legal ability to work in the United State of America.
  - Provide two references upon request.
  - When working remotely, ability to work remotely with reliable Internet service and a reasonable remote workspace to conduct business calls.
  - Access to reliable transportation.
  - Consent to and pass a background check.
  - Valid Driver's License, a vehicle to drive for RecoveryWorks and proof of insurance.
  - Valid Colorado Driver's License, reliable transportation, and an insurable driving record.
- Complete RecoveryWorks-specific HMIS, Alleva, privacy, documentation, and program-procedure training as required.
- CPR, First Aid, and Narcan training required or must be completed upon hire.
- High school diploma or GED required.
- 3+ years of demonstrated professional experience utilizing HMIS, including participant-level data entry, service documentation, and maintaining data quality.
- 3+ years of professional experience working directly with individuals experiencing homelessness or other highly vulnerable populations.
- 1+ year of specific street outreach experience
- Demonstrated ability to balance a field-based workload with consistent, accurate, and timely administrative documentation and data tracking.
- Experience navigating community resources and coordinating services across multiple systems.
- Strong written and verbal communication, organization, time management, follow-through, and professional accountability.
- Ability to work independently in the field while remaining accountable to organizational schedules, required meetings, documentation standards, established procedures, and supervisory direction.

Preferred Qualifications

- Associate's or Bachelor's degree in social work, human services, behavioral health, social/behavioral sciences, or a related field.
- Lived experience with homelessness, substance use recovery, behavioral health services, or other relevant systems.
- Experience with Coordinated Entry and housing-focused case management.
- Experience with Alleva or a comparable electronic case-management or health-record system.
- Knowledge of trauma-informed care, motivational interviewing, recovery-oriented services, and low-barrier engagement.
- Bilingual Spanish/English.

Knowledge, Skills & Abilities

- Knowledge of homelessness, behavioral health, substance use, and other barriers commonly experienced by underserved populations.

- Commitment to participant confidentiality, dignity, professional boundaries, and person-centered service delivery.
- Strong active-listening, creative problem-solving, conflict-resolution, negotiation, and de-escalation skills.
- Ability to collaborate effectively with law enforcement, government personnel, nonprofits, health care providers, behavioral health providers, faith-based organizations, local businesses, and other community partners.
- Proficiency with email, Microsoft Office applications, phones, electronic databases, and data-entry systems.
- Strong organizational skills and the ability to prioritize multiple responsibilities while responding appropriately to changing needs.
- Demonstrated commitment to advocacy, participant empowerment, housing stability, and recovery.

Working Evironment

- Work occurs primarily in outdoor and community environments, including parks, encampments, streets, vehicles, businesses, and other public spaces, with frequent interpersonal interaction.
- Home-base office is RecoveryWorks' Mountain View Flats at 14825 W. Colfax Ave. The position may include transporting participants to and from appointments or services as appropriate. The role requires both substantial field engagement and regular office/administrative time for documentation, data entry, reporting, partner communication, and follow-up.

Compensation & Benefits

Annual Salary Range: $60,00.00 – 70,000
Semi-Monthly

Benefits: Full-time regular employees are eligible for partial employer-paid medical, dental, and vision coverage for the employee; IRA with up to a 3% employer match;11 paid holidays; Health Time: and effective January 1, 2026 transitioning from an accrued paid time off policy to a flexible paid time off through our Managed Time Off (MTO) program

Equal Employment Opportunity

RecoveryWorks is an equal opportunity employer committed to an inclusive and welcoming environment for staff, volunteers, vendors, guests, and community members. RecoveryWorks welcomes applications from all qualified individuals and makes employment-related decisions without unlawful discrimination based on any status protected by applicable federal, state, or local law.

How to Apply

External applicants: Email a resume and cover letter to Rebecca Martinez at rmartinez@recoveryworkstoday.org. The resume and cover letter should describe relevant experience and how it relates to the position.

Internal applicants: Email a letter of interest and a summary of qualifications or resume to Rebecca Martinez at rmartinez@recoveryworkstoday.org.

NOTE: 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. This job description does not establish a contract of employment. RecoveryWorks may modify job responsibilities as service and organizational needs require, consistent with applicable law.