



**SAINT  
FRANCIS  
CENTER**

**Employment Contact**

Applications@SFCDenver.org

www.SFCDenver.org

St. Francis Center (SFC), a ministry of the Episcopal Diocese of Colorado, was established in June 1983. SFC is a refuge for individuals who are homeless in the metro Denver area, providing shelter along with services that enable people to meet their basic needs for daily survival and to transition out of homelessness.

St. Francis Center's programs and services are tailored toward adults and focus on daytime shelter, social services, health and wellness, housing, employment, and outreach. At SFC, guests\* have the opportunity to work with a variety of specialists, depending on their individual needs, which is often the first step toward transformation and ultimately self-sufficiency.

\* SFC staff and volunteers refer to those we serve as "guests" because of our strong commitment to hospitality; welcoming everyone and treating each person with dignity and respect.

**JOB POSTING**

**POSITION TITLE: Starbucks Outreach Worker**

**PRIMARY LOCATION: 2323 Curtis St, Denver, CO**

**REPORTS TO: Starbucks Outreach Team Lead**

**DATE: October 2021**

EXEMPT     **NON-EXEMPT**

**FULL-TIME**     PART-TIME     ON-CALL

REGULAR     TEMPORARY

**POSITION OVERVIEW**

Starbucks Corporation's Social Impact Team in partnership with St. Francis Center is looking to make an impact in the Denver community with a tangible commitment to becoming better community partners. St. Francis Center seeks a **Starbucks Outreach Worker** to provide comprehensive outreach services to community members experiencing homelessness within select Starbucks stores and a nearby vicinity of those stores. In addition, this position will educate and train store staff on best practices and community resources.

**PRIMARY RESPONSIBILITIES (Other duties may be assigned)**

- Provide services to unhoused community members include crises intervention, provision of basic needs, access to emergency shelter, transportation, client advocacy, service linkage, harm-reduction services, and much more.
- Conduct strengths-based case management to individuals who are seeking permanent housing while problem solving potential barriers.
- Complete relevant housing applications and program surveys with clients, plus be part of a faith-based agency whose mission is to serve those experiencing homelessness during the daytime hours.
- Educate and train store staff on best practices and community resources

**EDUCATION (MINIMUM REQUIREMENTS)**

- High school graduate or GED required
- Bachelor's degree in human services, social work, psychology, or related field preferred
- Two to four years' experience working with adults experiencing homelessness, or two to four years in a related direct service field working with underserved populations.

## **KNOWLEDGE, SKILLS, AND EXPERIENCE**

- Fluency in Spanish is a plus but not required.
- Able to provide some education and training regarding best practices (trauma informed practices, de-escalation, etc.) and available community resources to partnering Starbucks locations.
- Experience, competence and sensitivity in working with persons who are homeless, especially those who have difficulty engaging in treatment, suffer from mental illness substance addiction or are otherwise impaired.
- Skill in oral and written communication: organizing / tracking client data, updating client database, and tracking job measurements daily and monthly.
- Skill in negotiating and mediating, particularly in sensitive situations.
- Able to communicate effectively with a diverse population.
- Able to make sound decisions using available information while maintaining appropriate confidentiality.
- Able to function as a member of an interdisciplinary team and work with collaborating agencies.
- Able to manage tasks and activities in an environment that sometimes includes interpersonal conflict and chaos.
- Skill in operating office equipment, such as computers, software (e.g., Microsoft Word, Excel, e-mail) and smart-phones.
- Able to work flexible hours which may include a combination of early mornings, late evenings and some weekends.
- Able to pass automobile insurance carrier's motor vehicle record investigation.
- Ability to maintain Colorado Driver's License in good standing.
- Able to work in diverse settings with diverse populations.

## **PHYSICAL/MENTAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch or crawl; talk, hear, taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

- Able to read computer screens and printed documents.
- Able to write, type, and use cell phones.
- Ability to engage with clients on streets, under bridges, in homeless camps, in jail, in hospital and other outreach locations.
- Able to be on feet and mobile up to 10 hours per day.
- Able to lift 50 lbs. sometimes and 20 lbs. often.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Street Outreach Workers primarily work outside of the office on the streets and / or in a vehicle. The work week schedule covers five 8-hour shifts Monday through Friday during the week. It also may require occasional Saturdays.

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## **COMPENSATION AND BENEFITS**

Salary: \$18.00/hour DOE

Ex: This is a full-time, non-exempt position with a robust benefits package including:

- Employer-paid health insurance with an HRA plan
- Employer-paid dental insurance
- Employer-paid life insurance after 1 year of employment
- Robust pension plan after 1 year (5% plus a dollar-for-dollar match of contributions up to 4% of earnings)
- Generous Employer-paid sick/vacation leave

## **TO APPLY**

Qualified persons may apply by sending a cover letter AND resume to [applications@sfcdenver.org](mailto:applications@sfcdenver.org) or [kelda@sfcdenver.org](mailto:kelda@sfcdenver.org)

Your cover letter should explain how the position fits into your professional goals. Resumes without a cover letter will not be considered. Invitations for interviews will be extended upon review of qualified candidates until the position is filled.

In accordance with the City of Denver's Public Health Order - New employees will be required to provide proof of vaccination **PRIOR** to their start date or obtain a Medical/Religious exemption **PRIOR** to date of hire.

E-mail: [applications@sfcdenver.org](mailto:applications@sfcdenver.org) or [kelda@sfcdenver.org](mailto:kelda@sfcdenver.org) In the e-mail subject line, please write "Starbucks Outreach Worker opening."

Individuals with criminal backgrounds are invited to apply. All SFC employees undergo a background check.

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Saint Francis Center is an Equal Opportunity Employer.

St. Francis Center is committed to providing an environment that is free from discrimination and harassment based on race, age, creed, color, religion, national origin or ancestry, sex, gender, disability, veteran status, genetic information, sexual orientation, gender identity or expression, or pregnancy. St. Francis is an equal opportunity employer fully committed to achieving a diverse workforce and complies with all Federal and Colorado State laws, regulations, and executive orders regarding non-discrimination and affirmative action.