

TCST Outreach Hybrid Worker – Job Description

Position Title: TCST Outreach Hybrid Worker

Department: Violence Prevention

Reports To: Safe Passage & Community Care Department Supervisor

FLSA Status: Non-Exempt

Prepared By: Trenton Community Street Team (TCST)

Date: September 1, 2025

Position Summary

The TCST Outreach Hybrid Worker is a dual-role position that integrates the responsibilities of a traditional Outreach Worker and Safe Passage Outreach Worker. The role is designed to provide trauma-informed, community-based support, mentorship, and violence interruption services, while also ensuring the safe arrival and dismissal of students at designated school zones.

This position demands an individual who can develop strong relationships with justice-impacted youth and community members, respond to critical incidents, mediate conflict, provide safe passage, and maintain an active presence in both neighborhood and school environments. The Hybrid Worker serves as a trusted bridge between TCST, local youth, families, schools, and service providers.

Essential Duties and Responsibilities

Community Outreach & Violence Intervention (Outreach Worker Duties)

- Serve as a credible messenger and build trusting relationships with high-risk youth and families.
- Provide conflict resolution and mediation to de-escalate potentially violent situations.
- Actively patrol neighborhoods and hotspots to interrupt potential acts of violence or retaliation.
- Engage in daily street outreach, including evenings and weekends.
- Connect youth and families with wraparound resources (e.g., mental health, education, workforce).
- Provide post-incident support to victims and families impacted by violence.

- Attend and contribute to TCST meetings, Public Safety Roundtables, and community forums.
- Document client interactions, community observations, and violence interruption efforts.
- Participate in ongoing professional development and training in trauma, mediation, and CVI strategies.

School Safety & Community Navigation (Safe Passage Duties)

- Arrive in uniform at designated school locations during arrival and dismissal times.
- Ensure the safety of students commuting to and from school by providing visible and active support.
- Communicate consistently with school staff, parents, and law enforcement as needed.
- Identify and report areas of concern (e.g., loitering, bullying, unsafe crossings).
- Participate in school- and neighborhood-based events to build trust and foster positive engagement.
- Serve as a presence in school zones to deter negative behavior and encourage peaceful conduct.
- Help connect students and families with academic, social-emotional, and behavioral health resources.

Required Qualifications

- Demonstrated lived experience navigating high-risk communities and situations.
- Prior work with at-risk youth or vulnerable populations preferred.
- Experience or training in conflict resolution, mediation, or trauma-informed care.
- Strong cultural humility and emotional intelligence.
- Excellent verbal communication and interpersonal skills.
- Ability to work non-traditional hours (nights/weekends/early mornings).
- Bilingual (Spanish) a plus, but not required.
- High school diploma or equivalent preferred.

Core Competencies

- Credible Messenger & Community Trust Building
- Trauma-Informed & Restorative Approach
- Crisis De-Escalation and Conflict Mediation
- Community Engagement & Resource Navigation
- Team Collaboration & Documentation