



Street Team Member Official Job Description

Department: Community Engagement

Reports To: Community Engagement Lead or Executive Designee

FLSA Classification: Non-Exempt (Hourly)

Pay Rate: \$17 per hour

Workweek: Monday through Saturday (organization payroll week)

Typical Work Days: Flexible based on outreach schedule; includes evenings and weekends as needed

Work Location: Field-based across assigned neighborhoods, hubs, and approved locations

Travel: Local travel required

Position Summary

Street Team Members are community ambassadors who represent iThrive in public spaces, build awareness, invite families into next steps, and document leads in approved systems. This role is not sales. It is relationship-based outreach rooted in respect, clarity, and service.

Essential Functions (Core Responsibilities)

Community Outreach

- Conduct outreach at approved locations such as community events, schools, faith partners, storefronts, and public spaces.
- Initiate respectful conversations with caregivers and community stakeholders using approved language and scripts.
- Explain iThrive services with clarity and consistency, including Thrive Suite for youth and Thrive Pro for caregivers.

Lead Documentation

- Collect lead information with permission using approved forms and systems.

- Document outreach activities, location notes, and lead outcomes in ThriveLink or approved tools.

Event Support

- Support approved outreach events with setup, engagement, and breakdown.
- Distribute approved materials and ensure brand standards are maintained.

Professional Representation

- Maintain a welcoming, professional presence.
- Escalate questions beyond scope to the appropriate staff member.

Restrictions and Ethical Guardrails

- Street Team Members may not accept or handle cash, checks, or payments.
- Street Team Members may not promise scholarships, enrollment, or guaranteed outcomes.
- Street Team Members must not enter private residences or conduct outreach alone in unsafe conditions.

Required Qualifications

- High school diploma or GED required.
- Strong interpersonal skills and comfort speaking with the public.
- Ability to follow scripts while still sounding natural and warm.
- Ability to document information accurately and consistently.
- Reliable transportation for local travel.

Preferred Qualifications

- Experience in outreach, community engagement, canvassing, events, education, youth programs, or customer service.
- Bilingual ability (preferred, not required).

- Comfort using mobile forms and CRM-style tools.

Core Competencies

- Warm, confident communication
- Respectful persuasion without pressure
- Follow-through and consistency
- Situational awareness and safety judgment
- Documentation discipline

Physical and Environmental Requirements

- Ability to stand and walk for extended periods.
- Ability to work outdoors in heat or cold.
- Ability to lift and carry materials up to 25 pounds.

Compliance and Hiring Requirements

- Background check completion as required by iThrive policy.
- Proof of eligibility to work in the United States.
- Completion of iThrive onboarding training and brand language expectations.

Performance Measures

- Outreach activity consistency
- Lead quality and documentation accuracy
- Professional behavior and safety compliance
- Event readiness and follow-through