

COMMUNITY OUTREACH WORKER

DEFINITION

Class specifications are intended to present a descriptive list of the range of duties performed by employees in this classification. Specifications are not intended to reflect all duties performed within the job.

Under supervision, performs a variety of technical administrative duties in support of community outreach, resource navigation, and customer service, which may include facilities management, administrative functions, or department programs. Employees require technical knowledge or ability to learn community and social service-based programs. Employees may plan, develop, and implement program outreach to targeted populations.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from professional, supervisory, or management staff. This position does not exercise supervision over staff.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Provide front line support and customer service to clients, community members, and public stakeholders.

Respond to queries and provide information to public in person, over the phone, or by interacting with customers and other stakeholders via department's social media account(s).

Create engaging text/ image digital content to educate community on resources, programs, and maintain electronic/ social media platforms.

Develop an optimal posting schedule, considering web traffic, and customer engagement metrics.

Assists with planning and/ or conducting community outreach programs, workshops, and training events.

Maintain calendars and schedules of activities, meetings and various events; coordinate activities with other County departments, the public and outside agencies.

Participates in departmental meetings, committees, and task forces to share information with other agencies or departments; contributes information and suggestions regarding how to improve the efficiency and effectiveness of assigned responsibilities.

Reviews reports, logs, and other documents; obtains and compiles administrative data and information from multiple sources; tracks and maintains data and prepares summaries and reports for management; notes trends and areas of concern; provides comments and/or recommendations regarding procedure, staffing, program, or resource changes.

Prepares general and technical correspondence, and promotional materials; develops forms, tracking systems, databases, spreadsheets, and data collection methods.

Organize and maintain filing systems; maintain records related to specific area of assignment.

Assist in the Development and implementation of procedures for the Project.

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Rev.- 01/01/06

Rev.- 01/01/07

Rev.- 07/01/07

Rev.- 01/01/08

Rev.-07/01/11

M.O. #8-1/04/06

M.O. #19b-1/4/07

M.O. #19b-1/4/07

M.O. #19b-1/4/07

M.O. #11-7/5/11

Interpret and apply rules, regulations and policies pertaining to the Project.

Assist in coordinating the Project activities with other city and/or county law enforcement departments, school districts, and community agencies.

Assists in the administration and coordination of special events, training, programs, or projects; assists in coordinating municipal activities among County departments and/or other organizations.

QUALIFICATIONS

Knowledge of:

Principles of effective customer service.

Interpersonal, problem solving, and organizational skills.

Department and community resources available to clients and community.

Techniques for crisis intervention and counseling.

Philosophy, procedures, and operating details of outreach programs.

Conditions and circumstances that influence job placement and employment success.

English usage, spelling, grammar and punctuation.

Methods of report writing and record keeping.

Computer equipment and general office software, including word processing, spreadsheet, electronic mail, and database.

Ability to:

Establish and maintain cooperative working relationships with outside providers, agency staff, and the general public.

Learn and understand the organization and operations of the assigned area and/or outside agencies.

Identify problems, and make referrals to local and regional providers of social, medical, and/or other specialized services.

Set priorities and work independently in the absence of supervision.

Establish and maintain effective relationships with hard to serve high-risk clients and a wide variety of individuals and grass root organizations.

Interview effectively to solicit thorough, pertinent, and accurate information.

Make administrative decisions and take actions based on the interpretation of laws and regulations as well as operating policies and procedures.

Create and deliver creative content (text, image and video) about community resources.

Prepare reports, forms, plans and agreements related to the project.

Communicate effectively, orally and in writing, with individuals and groups, as well as public, private and governmental agencies.

Communicate and deal effectively with individuals and groups in stressful situations, and cope effectively with people in crisis.

Maintain confidentiality.

Communicate in the language of target population; function well in a bi-cultural setting.

Function as an effective team member.

Maintain an attentive, positive, and patient demeanor in professional workplace.

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying.

Experience:

Two years of experience in customer service, career exploration, administration, social services, human resources, and/or employment training programs.

Completion of 24 semester units from an accredited college or university in related course work may be substituted for one year of the required experience.

Education:

Equivalent to completion of the twelfth grade.

Associates Degree in education, social work, behavioral sciences, personnel, or administrative field is desirable but not required.

LICENSE OR CERTIFICATE

Possession of, or ability to obtain an appropriate, valid California driver's license.

WORKING CONDITIONS

Mobility - Frequent operation of a data entry device and sitting for long periods of time; occasional standing for long periods of time, walking, pushing/pulling, bending/squatting, driving, and climbing stairs.

Lifting - Frequently 5 lbs. or less; occasionally 5 to 30 lbs.

Visual - Constant use of overall vision and reading/close-up work; frequent need for color perception, hand/eye coordination, and field of vision.

Dexterity - Frequent holding, reaching, grasping, repetitive motion, and writing.

Hearing/Talking - Frequent hearing of normal speech, hearing on the telephone, talking in person and on the telephone.

Emotional/Physiological Factors - Frequent interaction with the public, making referrals to community resources, and responding to inquiries.

Environmental Conditions - Occasional exposure to noise, dust, and poor ventilation; and occasional exposure to varied weather conditions.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects, up to 30 pounds, as necessary to perform job functions.