

COMMUNITY OUTREACH WORKER

DEFINITION

Under direction and supervision of the Project Coordinator, employees in this class plan, develop and implement early outreach to targeted populations, provide crisis intervention and maintain case files. Employees in this class require an advanced level of technical knowledge and expertise in community and social service programs. Employees in this class may also perform lead work and/or training for community-based agencies in areas such as youth gang prevention, including risk factors for gang involvement.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Project Coordinator. Exercises functional interaction with law enforcement personnel and probation department staff.

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

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

Provide intervention and/or case management.

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

Perform case reviews as assigned.

Prepare work/caseload data collection and reports.

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

Responds to requests and inquiries from the general public.

QUALIFICATIONS

Knowledge of:

Early intervention and risk factors leading to gang involvement.

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 employment training programs.

Conditions and circumstances that influence job placement and employment success.

Labor laws and labor regulations.

Methods of report writing and record keeping.

Ability to:

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.

Accurately gather and record gang-related crime data necessary for project evaluation.

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

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

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 situation.

Maintain confidentiality.

Cope effectively with people in crisis.

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

Identify and evaluate barriers to leaving gangs; complete case management plans.

Conduct individual and group sessions.

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

Function as an effective team member.

EXPERIENCE AND TRAINING GUIDELINES

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

Experience:

Two-three years experience in career exploration, job readiness, and/or employment training programs. Experience with high-risk middle, secondary or out-of-school youth.

Completion of 60 semester units from a recognized college or university including 18 units in social/behavioral science, law enforcement or other related field.

One year of experience and an equivalent to a Bachelor's degree from an accredited college or university.

Training:

Bachelors Degree in education, counseling, social work, law enforcement, human resources or closely related field.

SPECIAL REQUIRMENTS

Pass a background check for security and finger print screening.

May require the ability to operate office equipment, which may include typewriter, personal computer, data entry equipment, word processor, adding machine, calculator, photocopier, et cetera.

LICENSE OR CERTIFICATE

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

Classification Code:	3436101
Bargaining Unit:	40
FLSA Status:	Y
Workers' Compensation Code:	9410
Pay Table:	CNTY
Range:	Refer to current "Class Range Sort List"