

Spec. Code: 4520
Occ. Area: 04
Work Area: 071
Prob. Period: 6 mo.
Prom. Line: None
Effective Date: 02/26/21
Last Action Revised

COMMUNITY OUTREACH WORKER

Function of Job

Under general supervision, performs community or in-house services and functions as prescribed by a specific federal, state, or university/agency program.

Characteristic Duties and Responsibilities

A Community Outreach Worker typically:

1. assists the program director in community-wide or in-house service programs;
2. provides liaison between the institution or agency and the individuals served;
3. assists in conducting surveys and investigations of the needs of the individuals to be served, as required by the program;
4. provides information regarding services, program requirements, procedures, or refers community members to the local agencies or organizations for assistance;
5. educates individuals or groups in utilizing various tools or apps relative to life skills or strategies (i.e. health monitoring);
6. works with local and/or community organizations and agencies on projects to improve human relations in such areas as employment, education, medical services, social services, and housing as required by the program;
7. follows-up on referrals and service requests in a timely manner;
8. collects data for program evaluations to measure program impact;
9. assists in program-wide recruiting efforts;
10. assists in establishing new activities and services as needed;
11. maintains complete, accurate, and organized records in accordance with agency procedures;

12. prepares reports;
13. performs other related duties as assigned.

MINIMUM ACCEPTABLE QUALIFICATIONS

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school diploma or equivalent.
2. One (1) year (12 months) of experience (paid or unpaid) in work related to the job to be performed.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of the community and resources as defined by the specific program.
2. Knowledge of principles and processes for providing customer and personal services.
3. Knowledge of the structure and content of the English language including the meaning of words, rules of composition, and grammar.
4. Knowledge of clerical procedures and systems (word processing, spreadsheet software, etc.).
5. Skill in service orientation – anticipating, recognizing, and meeting others' needs.
6. Skill in active listening
7. Skill in analyzing situations and finding workable solutions (critical thinking).
8. Skill in being organized and detail oriented.
9. Ability to engage and establish rapport with people from varied ethnic/social/economic backgrounds.
10. Ability to communicate clearly, both verbally and in writing.
11. Ability to prioritize, and to manage time effectively.
12. Ability to work independently and as part of a team.