

CITY OF SAN JUAN CAPISTRANO

Community Outreach Worker

*Class specifications are intended to present a descriptive list of the range of duties performed in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION:

To perform outreach and case management services to individuals experiencing homelessness in the City including the provision of intervention services, development of housing plans, and connection to services provided by community organizations and government agencies.

DISTINGUISHING CHARACTERISTICS:

The Community Outreach Worker performs case management, outreach, referral, and intervention services to individuals experiencing homelessness in the City. The incumbent possesses the ability to exercise independent judgment and skillful application to perform assigned duties under the direction of the assigned Director or Manager.

This position is At Will, Limited-Term, and Non-Exempt under FLSA standards.

SUPERVISION RECEIVED AND EXERCISED:

Receives direction from the assigned Director or Manager.

ESSENTIAL FUNCTION STATEMENTS

Essential responsibilities and duties may include, but are not limited to the following:

1. Serve as liaison and advocate for assigned clientele as appropriate and needed.
2. Establish and maintain effective working relationships with clientele to provide intervention, referral, and case management services.
3. Develop and maintain effective working relationships with various public and private service agencies, as well as community groups, to obtain services for clients and stay abreast of current trends and practices in community outreach.
4. Coordinate and implement community outreach, communication, and education.
5. Assess client needs and characteristics; identify short-term and long-term needs; provide appropriate resources and referrals; and assist in coordinating service delivery plans.
6. Identify and provide recommendations to clients, personnel, and partnering agencies regarding ongoing support services to meet client needs and ensure that clients are receiving the most appropriate form of support.
7. Instruct clients in how to self-assess and access services.
8. Assist in developing and maintaining computer database or manual reports of ongoing services to clients; regularly complete field notes and logs to track case management efforts; complete client interview forms to gather relevant data and statistics of clients served; electronically document contact and progress of current and former clients.
9. Adhere to applicable confidentiality regulations regarding client information.

10. Conduct and document client follow-up checks; document client progress and success of client/agency linkages.
11. Perform housing navigation duties including completion of vulnerability assessments linked to permanent supportive housing.
12. Assist police, fire safety, and Public Works personnel in non-enforcement situations involving clients experiencing homelessness and assist clients in obtaining appropriate care.
13. Perform other related duties as assigned.

QUALIFICATIONS:

Knowledges:

Principles and techniques of interviewing clientele.

Social services programs and providers available; networking approaches to identify relevant support services.

Use of computers and supporting software applications, including client relationship management software, as well as Microsoft Word, Outlook, Excel, and Power Point programs.

Skilled in social perceptiveness and service orientation.

Skilled in critical thinking, problem-solving, and conflict management.

Methods and techniques of public relations and customer service.

Principles and practices of organized filing and record-keeping.

Modern office procedures, methods, and equipment.

English usage, spelling, grammar, and punctuation.

Bilingual (English-Spanish language skills) preferred.

Safe work practices, including, but not limited to, safe driving principles and traffic safety practices

Skills and Abilities:

Establish and maintain positive working relationships, and work effectively with persons of diverse social, economic, and ethnic backgrounds.

Communicate effectively with persons displaying psychological and substance-induced behaviors that may include depression, anger, and confusion.

Communicate orally and sufficiently to secure information from clients, convey information on services available, and to make effective referrals to services as needed.

Operate a computer and use various software programs; document and record information electronically and in written format; maintain and produce reports, logs, files, and databases; and write clear and concise reports.

Understand and carry out oral and written instructions and use good judgment.

Communicate effectively, clearly, and concisely, both orally and in writing.

Maintain positive and harmonious working relationships with citizens, City officials, staff, and others contacted in the course of work.

Deliver exceptional customer service.

Ensure safety standards are met, including safely operating a motor vehicle.

Work effectively both independently and as a team member; and

Understand and follow department policies and procedures.

Experience and Education:

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination that would provide the requisite knowledge, skills and abilities include:

Bachelor's degree or equivalent in psychology, counseling, human services, social science, or a related field.

Two years of experience providing case management, counseling, social services, or working with individuals experiencing homelessness.

Licenses and Certificates:

Possession of or ability to obtain and maintain a valid California Class "C" Driver's License.

WORKING CONDITIONS

Environmental Conditions:

The work environment described herein is representative of those an employee encounters while performing the essential function of this job. Employee works in an office as well as field environment. Employees' work in office environment may include moderate noise levels, controlled temperature conditions, dust, and potentially hazardous materials. Employees may also interact with upset members of the public and individuals with psychological and substance-induced behaviors that may include depression, anger, and confusion. Field environment may require traveling to different sites, and employee may be exposed to occasional disagreeable elements such as noise, dust, fumes, vibration, potentially hazardous materials, uneven surfaces, vehicle and moving equipment traffic.

Physical Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Position requires the ability to perform light lifting and carrying; frequent sitting, walking, and standing. Hand use and finger dexterity needed to use computer keyboard and operate standard office equipment; occasional pushing, pulling, reaching, bending, grasping, and use of hand and foot controls for driving. The position requires acute vision and hearing, in addition to a normal sense of smell, to detect the possible presence of waste or hazardous materials. Good hearing is also required when communicating on the telephone or in person.