

COMMUNITY OUTREACH WORKER

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, incumbents of this class perform community outreach work regarding specific programs and services. Incumbents provide information to residents in an assigned community or geographic area about programs available to them within that area. Work involves introducing residents to educational forums about program goals and objectives, interpreting program services, and performing routine tasks directly related to the community and programmatic efforts. This class differs from Community Worker in that work primarily involves informing community residents of services available to them while Community Workers actually assist in the delivery of services to the community. Supervision is not a responsibility of this class. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Interprets program services to residents in an assigned community or geographic area;

Helps arrange appointments for residents to see program professional staff;

Distributes informational material to residents to describe program services available to them;

Assists program staff with follow-up on cases;

Establishes and maintains contact with families of program participants;

Assists professional staff by gathering community data;

Assists in arranging meetings and recruiting speakers to educate the community of program goals;

Uses computer applications or other automated systems, such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

May access protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e., incidental vs. extensive);

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of community resources within the community assigned; knowledge of interview techniques; knowledge of local social agencies available to deal with community problems; knowledge of the health and social problems and attitudes in the community; ability to communicate with citizens and program staff effectively; ability to establish and maintain effective relationships with individuals and organizations; ability to follow oral and written instructions; ability to speak before groups effectively; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; emotional maturity; good judgment; tact; integrity; tolerance for differing points of view and beliefs; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and two years of work experience where the primary function of the position was public contact*.

SUBSTITUTION: Satisfactory completion of 30 credits* may be substituted on a year for year basis for the above stated experience. Two years of related, verifiable volunteer experience may also be substituted for each year of the required experience.

*DEFINITION: Public contact is defined as work that involves substantial face-to-face communication with adults (age 21+) (for some jobs over the phone as with telephone company customer services representatives) involving persuasion, negotiation, explaining, counseling, and similar activities. The nature of the contact is such that it requires judgment on the part of the individual dealing with or responding to another person. Typical jobs involving substantial public contact are customer service representatives, receptionists, sales people, people providing personal services, interviewers, counselors, and similar job which involve periodic confirmation with a client, customer, member of the public, etc.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENTS: Depending on work assignment, possession of a valid license to operate a motor vehicle in the State of New York will be required at time of appointment and maintain same while in the title.

West. Co.: Non-Competitive
West. Medical Center: Competitive
DRC3

Job Class Code: C1483
Job Group: IV