

## COMMUNITY OUTREACH WORKER

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class performs community outreach work for a specific program, providing information to residents of particular services available to them from the municipality or school district. Work involves introducing potential clients to educational forums about the program goals and objectives; interpreting program services; performing routine tasks directly related to assisting the client community and program staff. This class is involved primarily with informing the resident client community of services available to them and may assist in the coordination and 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 of the municipality, school district or geographic area;

Distributes informational material to residents to describe what, where, and when program services are available to them;

Provides liaison services between clients, potential clients and other social agencies providing services for said client population;

Assists residents in completing forms and applications to receive services;

Assists in scheduling appointments for clients to meet with program professionals;

Assists program staff with follow-up on cases;

Establishes and maintains contact with families of program participants where applicable;

Participates in gathering community data to assess program effectiveness, increased or additional service needs, community resources, etc.;

Participates in arranging meetings and recruiting speakers to inform the community about program goals;

Prepares monthly reports for supervisor on services provided as required;

May coordinate transportation and/or childcare services to assist clients in availing themselves of program services;

Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the community resources within the municipality/school district; good knowledge of the local community and population; familiarity with interview techniques; familiarity with local social agencies available to deal with problems in the area; familiarity with health and social problems and attitudes in the community; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, understand and communicate in English sufficiently to perform the essential functions of the position; ability to communicate effectively, both orally and in writing; ability to establish and follow oral and written instructions; ability to speak before groups effectively; emotional maturity; good judgment; tact; integrity; tolerance of differing points of view and beliefs; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and five (5) years of work experience in health service, social service, community service, or in an educational (teaching, teaching assistant) capacity.

SUBSTITUTION: Satisfactory completion of 30 college credits\* may be substituted on a year for year basis for up to four (4) years of the above stated experience. There is no substitution for the additional one (1) year of experience.

SPECIAL REQUIREMENT: Where duties require the incumbent to outreach into the community via field work, possession of a valid operator's license appropriate to the vehicle to be operated at time of appointment and maintained throughout employment.

\*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 Department of Education as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:

In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.

Towns, Villages  
Cities of Rye & Peekskill  
School Districts  
J. C.: Competitive  
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Job Class Code: 0308  
Job Class Code: S308