



Office of Human Resources
Outreach Case Coordinator - CA2668
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General Statement of Duties

Performs advanced level liaison work by facilitating services and conducting outreach to vulnerable and at-risk citizens, including homeless, veterans, gang risk, animal care services, and other affected groups, to identify client needs, determine the eligibility of benefits by applying various governmental regulations, and referring clients to appropriate programs, services, and supporting community agencies.

Distinguishing Characteristics

This class is distinguished from Social Caseworker class series, which performs professional level social work for counseling and social services.

Level of Supervision Exercised

None

Essential Duties

Conducts intake interviews with vulnerable or at-risk clients to determine eligibility for services, reviews client information including applications for services, financial records, employment history, social and family history, criminal history, and current and previous services received.

Performs client risk and needs assessment based on intake information and determines the appropriate services and/or programs needed by the client.

Works with clients to develop an individual service plan, including formulating goals with associated timelines and identifying community agencies and resources available, service providers and other pertinent resources.

Engages in on-going coaching, problem-solving and facilitation with clients to resolve immediate or recurring problems and barriers to receiving and/or participating in services or programs, and monitors eligibility for services by ensuring clients are following through with their agreed-upon responsibilities.

Performs crisis intervention as needed for clients who have an immediate need for services due to unforeseen circumstances where the client's safety is in question.

Mobilizes and provides on-site services to clients as needed, including supplies, forms, or resources are available in an insured motor vehicle to quickly arrive on-scene as situations and needs warrant and may canvass for proactive outreach in the community.

Monitors and tracks client's participation, follows up on any problems or issues that arise, and authorizes immediate support services such as transportation assistance, child care, clothing and hygiene needs, food vouchers, animal care services, and other services.

Maintains and updates files and databases by recording client contacts and coordinates and maintains records to comply with federal, state and local requirements or regulations.

Builds professional relationships and networks with outside community resources, service providers and other counties, and facilitates the delivery of their services to ensure expedited and continued services and resources for client to succeed.

Performs outreach, presentations and in-service training sessions to outside service providers, vendors, community organizations, program partners, and/or other counties to ensure the ongoing building of knowledge about clients weakness or strengths and to ensure services are readily available and accessible when needed.

By position, serves as an emergency responder on a 24/7 basis for emergencies that may involve client or their surroundings at risk.

By position, coordinates employment development resources to include identifying barriers to employment, training and/or other program services, determining if the client is job ready, needs additional skill training or education, and coordinates services to remove these barriers.

By position, works with employers to develop networks and serve as a liaison between clients and employers to facilitate job placements.

By position, coordinates animal care services for citizens in support of initiatives or programs to provide access for pet owners and pets including food, medical assistance, compliance and enforcement assistance, education, and responsible pet ownership; provides community outreach and information on services for animals and owners to ensure healthy, humane, and responsible ownership.

By position, plans special events for the community by planning, scheduling, and organizing clients, pets, volunteers, and partners and is responsible for all paperwork, data entry and transportation at various community locations.

By position, trains and serves as a primary contact for volunteers and interns for outreach, projects, and events assigned by the program supervisor. Organizes volunteers for events and to assist with door to door canvassing and other program needs.

Performs other duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Listening - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

Knowledge & Skills

Knowledge of community resources sufficient to be able to utilize them to provide services and resources to clients.

Knowledge of a variety of federal, state, and local programs sufficient to be able to interpret and apply rules and regulations.

Skill in interviewing techniques sufficient to be able to interview clients to obtain and verify information.

Skill in independently adapting, interpreting, and applying written guidelines, precedents and standardized work practices to a variety of unprecedented and problematic situations.

Skill in examining information for completeness, accuracy, and compliance.

Education Requirement

Associate's Degree.

Experience Requirement

Two (2) years of experience performing intake including assessing and identifying client strengths and needs and providing referrals for assistance.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Pressure due to multiple calls and inquiries.

Contact with clients under a wide variety of circumstances.

Subject to varying and unpredictable situations.

Subject to many interruptions.

May handle emergency or crisis situations.

Potential exposure to unpleasant elements.

Potential exposure to various illnesses and diseases.

Mobile work locations may be physically and/or emotionally challenging.

Subject to traffic, roadways, and pedestrians.

Level of Physical Demand

3-Medium (20-50 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in a normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, grasping or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Near acuity: ability to see clearly at 20 inches or less.

Lifting: raising or lowering objects weighing no more than 50 pounds, from one level to another.

Background Check Requirement

Criminal Check

Employment Verification

Education Check

By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-615

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date: 7/28/2020

Revised By: BM

Class History: Update general statement of duties and essential duties to allow more flexibility.