Office of Human Resources

Outreach Case Coordinator – CA2668

General Statement of Duties

Performs advanced level work facilitating services for the vulnerable citizens (homeless, Veterans, those at risk or high risk for gang involvement), including identifying client needs, and determining eligibility of benefits by applying various governmental regulations, and referring clients to appropriate programs and, services and the supporting community agencies.

Distinguishing Characteristics

This class is distinguished from Social Caseworker, which performs professional level social casework counseling and services. This class is distinguished from the Case Management Coordinator III class which performs advanced level eligibility work for clients who are not among vulnerable citizens (homeless, Veterans, those at risk or high risk for gang involvement).

Guidelines, Difficulty and Decision-Making Level

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received & Quality Review

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communication & Purpose

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function; and contacts with the persons under stress or emergency conditions where an immediate service is rendered according to established procedures or instructions.

Level of Supervision Exercised

None

Essential Duties

Conducts intake interviews with homeless (or vulnerable) clients to determine eligibility for services, reviews client information such as applications for services, financial and/or employment history, social and family history, criminal history, and services received currently and previous.
Performs assessment of the client’s risks and needs 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 having supplies, forms, resources, etc. readily available in an insured motor vehicle in order to quickly arrive on-scene as situations and needs warrant.

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 and any other needed services.

Maintains and updates files by recording client contacts and coordinates and maintains records to ensure that federal, state and local requirements are met.

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/strengths and ensure a multitude of 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, performs job and/or employment development 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.

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
- Management Level: 10
- Established Date: 9/21/2018
- Established By: Lori Schumann
- Revised Date: 6/11/2019
- Revised By: Ryland Feno
- Class History:
  6/11/19 - Updated working environment verbiage.