

## OUTREACH WORKER

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, incumbents of this class perform community outreach work for specific County programs or agencies, acting as liaison and providing assistance to identified residents. Incumbents provide information and referral to residents in an assigned community or geographic area about County programs and services available to them. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Interprets program services to residents in an assigned community or geographic area;  
Distributes informational material to residents to describe program services available to them;  
Helps arrange appointments for residents to see program professional staff;  
Gathers community data;  
Performs a variety of related activities as required.

When assigned to Office for Senior Resources:

Assists in identification of seniors eligible for a variety of programs and/or services;  
Assists in needs assessment and identification of potentially useful and appropriate services, agencies and/or individuals for seniors and/or their delegates, on a case-by-case basis;  
Makes referrals relative to such services and agencies as:  
Lifeline, adult daycare, homebound meals, EISEP, retirement homes, assisted living, nursing home, personal aides, etc.  
Provides follow up telephone calls and home visits, as needed;  
Assists in responding to referrals from, and communicating on behalf of seniors and/or their delegates with such agencies as Adult Protective Services, law enforcement agencies, fire departments, ambulance corps, county family services, etc.  
Provides transportation, escort, shopping and/or pharmacy pick-up services to seniors, as needed;  
Interprets program services and distributes informational material to seniors relative to available programs and services such as Medicare, Medicare Savings Programs, EPIC, Food Stamps, HEAP, Medicare Part D, Medicaid, Section 8 Housing, STAR Program, etc.;  
Participates in training programs and seminars;  
Maintains records and files of clients and cases, as required;  
Performs related clerical work, as needed;  
Performs a variety of related activities as required.

OUTREACH WORKER (cont'd)

*Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.*

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the geographic area served; working knowledge of programs and services available in the area of assignment; working knowledge of the characteristics, needs and interests of assigned population; ability to communicate with, relate to and motivate members of assigned population; empathy in handling sensitive human problems; tact; courtesy; integrity.

MINIMUM QUALIFICATIONS: Either

- a) Graduation from high school or possession of a comparable diploma; or
- b) One (1) year of general work experience involving contact with members of the community;
- c) An equivalent combination of training and experience as described in (a) above.

SPECIAL REQUIREMENT:

Access to transportation may be required to complete possible field work assignments in a timely and efficient manner.