

Class Code: H80
City of Anaheim
Class Specification

CLASSIFICATION
COMMUNITY SERVICES OUTREACH WORKER

DEFINITION: Under general supervision, coordinates and facilitates self-help, education and health services for families in under served neighborhoods characterized by poverty, overcrowding, crime and sanitation problems.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS:

Facilitates and coordinates a broad range of self-help education programs and workshops, and health services in various targeted neighborhoods.

Conducts community outreach to isolated families and communities to inform them of available programs and services.

Conducts program and service evaluations.

Provides resource and referral analysis and research.

Develops working relationships with various public and private service providers to coordinate provision of programs and services.

Assists with home visits and client needs assessments as requested.

Works well with volunteer committees, advisory groups and individuals in planning and implementing programs and services.

Conducts program planning meetings.

Assists in tracking progress of clients.

Prepares and maintains statistical and narrative reports and productivity records.

Performs other job related duties as required.

MINIMUM REQUIREMENTS:

Experience In: Program planning, coordination and publicity and program promotion.

Knowledge of: Community resources; program planning and coordination; program promotion techniques; community outreach resources; needs assessment techniques; record keeping techniques.

Skill in: Communicating and working effectively with multi-cultural groups; conducting effective meetings; program planning and implementation; written and oral communication; establishing and maintaining effective working relationships with those contacted in the course of work.

Ability to: Write and speak clearly and effectively in English and Spanish.

License and/or Certification Required: Possession of, or ability to obtain a valid California Driver's License by date of appointment.

Physical Requirements: Visit with program participants in their homes and communities.

Supervision Received: Works under the general supervision of a Community Services Supervisor, or similar class, who makes assignments and reviews work in progress and completed work.

Career Ladder Information: Experience in this class may meet minimum requirements for promotion to Community Services Specialist.

FLSA Designation: Non-Exempt

NOTE: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Revised 7/96 - V. Kilmurray
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