

## **Project Now, CAA Job Description**

<b>Job Title:</b>	Outreach Worker	<b>Prepared By:</b>	R Lund & J Howard
<b>Department:</b>	CSBG/LIHEAP	<b>Prepared Date:</b>	2020
<b>Reports To:</b>	Department Head	<b>Revised By:</b>	D. Martin
<b>FSLA Status:</b>	Non-Exempt	<b>Revised Date:</b>	July 19, 2021

**SUMMARY:** Performs a variety of outreach functions and searches for customers who do not know about or have not utilized appropriate services.

**ESSENTIAL DUTIES & RESPONSIBILITIES:** include the following. Other duties may be assigned.

- Familiarizes self with all agency programs and mode of operation with particular emphasis on program guidelines.
- Familiarizes self with all available area resources and develops a good working relationship with other groups/agencies in order to better coordinate services.
- Conduct follow-up on referrals from other agencies in a timely manner
- Assesses client needs through intake and identifies and informs customers of resources available; refers, follows-up customers and provides services as indicated.
- Advocate for customers wrongfully denied services.
- Conducts home visits as needed and provides individual emphasis on family development and self-sufficiency.
- Assists customers in job search/placement or enrollment in education/training programs by making referrals and assisting with the resume or application processes as needed.
- Maintains accurate, confidential case files/records, updating as necessary.
- Attends program, agency and outside meetings/trainings as requested.
- Be willing to travel as necessary

**SUPERVISORY RESPONSIBILITIES:** This job has no supervisory responsibilities.

### **KNOWLEDGE, SKILLS & ABILITIES**

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization. Must have good verbal and written communication skills.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Must be able to work independently and have the ability to apply social work principles to real life situations.
- Must have completed a recognized Family and Community Development Certification process or have equivalent academic course work.
- Experience with advanced outreach, case management and/or family development desired.
- May be required to drive. Must have a reliable vehicle, valid driver's license, and proof of insurance.

**EDUCATION and/or EXPERIENCE:** High school diploma or general education degree (GED) and 1 year of related experience and/or training or a combination of education and experience. Must be proficient with Microsoft Windows and Office software and be able to operate office equipment such as 10 key and keyboard.

**PHYSICAL DEMANDS and WORK ENVIRONMENT:** While performing the duties of this job, the employee is regularly required to talk and listen. The employee is occasionally required to stand; walk; sit. The employee must occasionally lift and/or move up to 25 pounds as it relates to the office environment. The noise level is quiet and the type normally associated with the office environment

*Positions within Project NOW are primarily grant funded and funding decreases can affect our staffing levels.*