

Project Now, CAA Job Description

Job Title: Outreach Worker
Department: Senior Services
Reports To: Department Head
FLSA Status: Non-Exempt

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Revised: 01/21/2021 L. Birch
Wage Grade: 3

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

ESSENTIAL DUTIES AND RESPONSIBILITIES: 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 customer needs through intake and identifies and informs clients of resources available; refers, follows-up with 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, update as necessary.
- Provide a very customer focused service utilizing a high degree of interpersonal skills.
- Attends program, agency and outside meetings/trainings as requested.
- Travel as necessary and access a wide variety of home settings to serve homebound seniors.
- Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Write routine reports and correspondence.
- Represent Project NOW effectively before groups of customers or employees of various organizations.

KNOWLEDGE, SKILLS, AND ABILITIES

- Must complete Alliance of Information & Referral Systems (AIRS) training, and become a Certified Information and Referral Specialist -Aging & Disability (CIRS-A/D)
- Must be able to work independently and have the ability to apply social work principles to real life situations.
- 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 have reliable transportation, valid driver's license and current liability insurance.
- Will be required to have a background check done annually.

SUPERVISORY RESPONSIBILITIES: This job has no supervisory responsibilities.

EDUCATION and/or EXPERIENCE:

- High school diploma or general education degree (GED) required.
- 1 year of related experience and or training or a combination of education and experience.
- 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
- Must become SHIP Counselor Certified within 180 days of hire or when training available.

- Must be proficient with Microsoft Windows and Office software and be able to operate office equipment such as 10 key and keyboard.
- Bilingual in Spanish preferred

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.