

Economic Security Corporation Job Description

Job Title: Outreach Worker
Division: Community Development
Reports To: Community Development Director
FLSA Status: Non-exempt
Revised Date: February 2, 2021
Job Classification: Grade 4

SUMMARY

The Outreach Worker is responsible for initial interviews, assessments, referrals and follow-ups on all customers who are interested in seeking assistance from the agency or other community resources. They are responsible for assessing eligibility for Department programs, collecting required documentation and completing applications.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Provides outreach to low-income customers, assesses their needs, which may include home visits, and refers to appropriate programs through a computerized management information system.
2. Provides follow-ups to all referrals made to the household.
3. Recruits low-income representatives for the agency Board of Directors and meets minimum requirements for recruiting as assigned by the division director.
4. Meets minimum requirements of intake/assessment/ referral (IAR) units as assigned by the Division Director.
5. Maintains error ratios of less than 12% measured on program applications submitted for payment.
6. Develops, organizes, recruits and conducts workshops in life skills area.
7. Completes follow-up assignments as required by program contracts.
8. Meets minimum requirements for other contracts as assigned by the Division Director.
9. Provides emergency assistance to alleviate crisis situations by referring to agency programs and/or programs of other agencies.
10. Completes monthly and quarterly reports and other special reports required accurately and in a timely manner.
11. Develops professional relationships with community agencies in order to better serve low-income families.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

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 customer/clients or employees of organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

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.

COMPUTER SKILLS

Proficient personal computer skills, including electronic mail, record-keeping, routine database activity, word processing, spreadsheet, graphics, etc.

PLANNING/ORGANIZATION

Ability to handle multiple projects simultaneously.

CERTIFICATES AND LICENSES

Must have valid driver's license, have reliable transportation, and meet Missouri automobile liability minimum requirements.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, walk, sit, and use hands to finger, handle or feel. The employee is regularly required to reach with hands

and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl; and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and peripheral vision. This position has light physical activity performing non-strenuous daily activities of an administrative nature.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The working conditions are well-light, heated and/or air-conditioned indoor office setting with adequate ventilation. The noise level in the work environment is usually moderate.

Employee Signature

Date

Employee Name