

Jurisdictional Class: Competitive
Non-Competitive (part-time) for Oneida County Government
Only
EEO Category: Paraprofessional
Revised: 01/17/2020

OUTREACH WORKER

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this position is responsible for assisting with support services for a variety of programs and for assisting with their delivery to clients. The work is performed under the direct supervision of a designated higher-level staff member. Supervision is not a function of this class. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Conducts interviews, intakes and screenings of clients to discern needs and makes referrals to appropriate agencies or contact persons;
Disseminates information on available programs and services;
Performs various clerical job-related duties;
Assists supervisory staff in carrying out the day-to-day operational details as necessary;
Visits clients in the home to assess needs or identify problems and then serves in an advocacy capacity to bring about desired or necessary corrective action;
Assists in locating necessary help from community and follows up to make sure service is provided;
Serves as advocate for clients to obtain benefits for which they are eligible;
Provides information and referrals to public;
Keeps and maintains files and records;
Maintains records and statistics on program components;
May assist clients and their families in crisis situations, and makes necessary referrals;
May prepare periodic and special reports on program activities, and make recommendations or suggestions for improving services or modifying operations;
May make home visits.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of community human service agencies and programs; good knowledge of relevant rules and regulations; ability to relate to and motivate people; ability to analyze, obtain and use facts in making judgments concerning client program eligibility; ability to understand and carry out written and oral instructions; ability to prepare accurate reports; clerical aptitude.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered two (2) year college or university with an Associate's Degree in human services, social services or related field; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma **AND** two (2) years of experience in interview techniques, community service coordination, recreation programs, community development, community health services, social work, work placement, programs for the aged, veterans, families or youth or related fields.

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SPECIAL REQUIREMENT: Possession of a valid New York State driver's license at time of appointment. License must remain valid throughout appointment.

NOTE: Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experience requirements.

NOTE FOR VETERANS SERVICE AGENCY ONLY: An honorably discharged wartime veteran's service (DD 214) equates to two (2) years of experience.

Adopted: 03/02/1982

Revised: 06/24/1987, 04/24/1992, 05/31/1995, 05/22/2006, 07/27/2006,
10/26/2017; 01/17/2020