



COUNTY OF HIDALGO

Human Resources Department

Job Title: **COMMUNITY OUTREACH SPECIALIST**
Grade: 04

The County of Hidalgo Human Resources Department reserves the right to assign candidates to the selection process only those candidates considered to be the most highly qualified. Those selected will be assessed based on evaluation of listed education and experience. The hiring department will interview and select the candidates provided by the Human Resources Department.

GENERAL DESCRIPTION

Performs a variety of community outreach activities. Work involves identifying and informing County residents who could benefit from workshops, activities or trainings being provided in the community. Works under close supervision with minimal latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Refers citizens to appropriate agencies and/or programs

Interviews applicants and families to assess their need for assistance or resources

Informs residents about enrollment opportunities, activities and trainings offered in the local County area

Identifies family with needs and barriers and encourages them to participate in workshops applicable to assisting their needs

May conduct home visits to inform County residents of local activities such as health, human services, youth, elderly, and other workshops provided by the County departments

Follows up with residents on their preparation and progress

Completes and documents evaluation activities

Prepares reports as required including daily encounter records

Performs phone duties as needed

Attends training when needed

Performs related work as assigned

EXPERIENCE AND EDUCATION

Graduation from a high school

Experience in a field related to outreach work involving a variety of social service programs

One (1) year of related experience may be substituted for one (1) year of education

CERTIFICATES, LICENSES AND REGISTRATION

Must have a current valid Texas motor vehicle operator's license

Must be able to be insured by the County's insurance carrier

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of record keeping procedures

Knowledge of proper safety practices, procedures and regulations applicable to work being performed

Secretarial skills, typing and computer usage

Must have good command of the English language including usage, spelling and grammar

Ability to communicate effectively orally and in writing in English and Spanish

Bilingual (Spanish and English) with the ability to converse fluently in both languages

Ability to be organized, efficient and confidentiality

Employee may be assigned other duties in addition to those listed; duties may change according to the changing needs of the County

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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over twenty-five (25) pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- standing for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the County of Hidalgo Accident Prevention Plan and department's safety regulations