



COUNTY OF HIDALGO

Department of Human Resources

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

The County of Hidalgo Department of Human Resources reserves the right to select candidates considered to be the most highly qualified based on education and experience. The hiring department will interview and select the candidates provided by the Department of Human Resources.

GENERAL DESCRIPTION

The Outreach Specialist performs a variety of community promotion and outreach work in support of county programs. Employee will represent the department and provide information and guidance on program services. Works under close supervision with minimal latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Contacts potentially eligible clients to encourage participation in programs and services

Prepares and prints out various forms and reports

Maintains various activity and client logs, submitting according to established procedures

Recommend changes in program operations and policies; assist in preparation of work plans and budgets to include monitor and project needed resources

Responsible for recruiting new participants through outreach and engagement at various locations throughout the city

Maintains working relationships with local agencies and resource centers

Completes referrals for services in the community and coordinates access to services

Monitors clients' progress in implementing a case plan, counseling in formal and informal sessions, individually and in a group to successfully implement case plan

Clear and concise communication to prepare reports and tactfully deal with irate customers and explain relevant policies, rules, regulations, and procedures

Monitor and supervise customer and public contacts; coordinate activities with other agencies, and programs in order to reach the public and explain or interpret the requirements to render service

Performs all other related duties as assigned

EDUCATION AND EXPERIENCE

Graduation from a high school

One (1) year of experience in a field related to outreach work involving a variety of 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

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

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