



CALIFORNIA HUMAN DEVELOPMENT

CREATING OPPORTUNITIES TO END POVERTY

California Human Development (CHD) Job Description

JOB TITLE: Bilingual Community Outreach Specialist
DEPARTMENT: Community Services
REPORTS TO: Community Relief Services Coordinator
FLSA STATUS: Non-Exempt
LEVEL:
LOCATION: Sonoma County
REVISED DATE: 9/21/2020

Summary Description: The Bilingual Community Outreach Specialist is responsible for daily outreach related to COVID-19 education and assistance with disaster recovery, including fires. This is a fast-paced service position working with a diverse population but focused on Farmworkers. Duties will include such tasks as outreach, recruitment, case management, data entry and determining client eligibility for a variety of programs in the service area. The manner in which these activities occur will take into account COVID-19 safety protocols and will be both remote and in-person as possible.

DUTIES AND RESPONSIBILITIES:

- Outreach to those disadvantaged communities that may be eligible for program services.
- Recruit clients for the program by maintaining close contacts with vulnerable populations throughout CHD's service area. This will include explaining the goals and objectives of CHD programs to potential clients and local agencies.
- Engage individuals and assess needs, including: medical, mental health, substance use, shelter, food access, benefits, and other issues.
- Follow up with clients to support linkage, as needed.
- Perform wellness checks, assess risk, provide support, and referrals for needed services. This may include crisis intervention, engaging emergency medical or mental health systems, or mandated reporting.
- Advocate and collaborate with service providers to facilitate access to care with the goal of stabilization.
- Work collaboratively as part of a dynamic and diverse team, which includes clear communication, flexibility, and humility.
- Maintain client files and prepare monthly reports.
- Maintain professional and positive relationships with other service providers, community groups, and the neighborhood.
- Use assigned communication devices to appropriately and professionally communicate with team members and other service providers.

- Use web-based technologies to look up information and collateral data relevant to service delivery.
- Maintain timely and accurate documentation according to program requirements.
- Visit clients in an appropriate and professional manner. Maintain a clean driving record.
- Adhere to the Code of Conduct as well as established policies and procedures.
- Attend all mandatory trainings and meetings.
- Actively participate in the safety program and provide meaningful suggestions for working safely.
- Perform other related duties as assigned.

Supervisory Responsibilities

None

Required Skills and Abilities

- Ability to travel to various locations.
- Bilingual English/Spanish is required.
- Ability to work well with diverse staff and clientele including cultural, language, sexual identity, gender, and other diversity considerations.
- Ability to work successfully both independently and cooperatively.
- 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 customers, clients or employees of organization.
- 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 solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Must display proficiency in MS Word/Excel/Office and PowerPoint.
- Ability to work some evenings and weekends.

Education and/or Experience

- High school diploma or general education degree (GED), AA/AS degree preferred.
- 1 year related experience and/or training.
- Previous experience or training in street outreach and case management desired.
- Equivalent combination of education and experience.

Certificates, Licenses, Registrations

- Must possess a valid California drivers' license, proof of auto insurance and be insurable under agency policy if driving a company or personal vehicle

Physical Requirements

Regularly: Stand; Walk; Sit; Use hands to finger, handle, or feel; Reach with hands and arms; Talk or hear

Occasionally: Climb or balance; Stoop, kneel, crouch, or crawl; Lift up to 50 pounds

Vision: Must have close and distance vision

Work Environment

Occasionally: Wet or humid condition; Outdoor weather conditions; Extreme heat

Noise level: Moderate noise (examples: business office with computers and printers, light traffic)

This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time. All employees are to maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers, management and stakeholders.

Employee Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____

Reviewed by Human Resources: _____ Date: _____