

## POSITION DESCRIPTION

Revised 08/2017

JOB TITLE: *Community Outreach Coordinator*  
Associate Degree in Social Service  
And/or experience preferred

SALARY RANGE: 7

REPORTS DIRECTLY TO: *Community Services Director*

### GENERAL DESCRIPTION:

The Community Outreach Coordinator (COC) is responsible for interviewing clients, gathering demographic information, making assessments of their needs, personally assisting the client, referring them to programs operated by SCMCAA or referring them to other outside agencies or organizations that serve low-income persons. COC's are also responsible for working with families as a support worker by providing support and guidance with the intentions of empowering families to overcome barriers of poverty and become more self-sufficient. COC's are also responsible for working in the community, facilitating and assisting with community projects (i.e. poverty simulations, school readiness events , etc.) and making presentations. In addition to case management and community projects, COC's will be required to process multiple applications for crisis programs in an accurate, timely, efficient way.

### SPECIFIC RESPONSIBILITIES (at a minimum):

1. Enter demographic and other client information into:
  - a. Management Information System (MIS)
  - b. FAMIS system
  - c. ROSIE system
2. Make assessments of families and individuals
3. Make and follow-up referrals
  - a. Complete and render 600 inner agency referrals
  - b. Complete and render 300 outer agency referrals
4. Complete 90 CSBG eligible Information Linking Packets
5. Process and e-file 40 CSBG eligible federal/state tax returns
  - a. Earned Income Tax Credit (ETIC)
  - b. Child Tax Credit (CTC)
6. Process 50 CSBG eligible state tax credits
  - a. Property Tax Credit (PTC)
  - b. Certification of Rent Paid (CRP)
7. Facilitate and process Life Improvement Family Training (LIFT) classes (per office)
  - a. A minimum of 3 "types" of LIFT classes will be offered: "Better Living" Class, Summer Energy Conservation Class, Winter Energy Conservation Class. Additional classes may be offered based upon available funding, local interest, increased availability of speakers, etc.

- b. Ensure that a minimum number of participants attend each type of class. It is expected that numbers of class participants should be representative of county population figures and of the percent of persons in poverty for each county. (Department Goals for number of participants for classes are: Total of 630 participants. Department Goals for number of hours for classes: Total of 1260 hours)
  - c. Conduct Pre/Post Tests at each LIFT Class to ensure that at least 75% of participants demonstrate an increase in knowledge
- 8. Assist co-workers and community partners to ensure that one event that features FREE school supplies exists in each county served by SCMCAA.
  - a. Pre-register at least 200 low-income children
  - b. Ensure that 200 low-income children receive services and supplies
  - c. Assist in coordination of event, as well as assist in arranging for community partners to provide free services to students
  - d. Record hours of volunteer hours from community volunteers
  - e. Work with community partners and assist in coordination of “team” to raise \$500 toward purchase of school supplies
  - f. Assist low-income children with follow-up services
- 9. Complete crisis program applications for eligible households. Examples of programs include:
  - a. Energy Assistance
  - b. Energy Crisis Intervention Program
  - c. Missouri Housing Trust Fund
  - d. Emergency Food and Shelter Program
  - e. Dollar Help
  - f. Dollar More
  - g. Homeless Prevention and Rapid Re-Housing (HPRP)
    - i. Staff Costs to Issue Financial Assistance
    - ii. Inspections
    - iii. Case Management
    - iv. Housing Search & Placement
    - v. Data Collection & Evaluation
- 10. Complete Weatherization applications for eligible households
- 11. Enroll a minimum of 4 family support clients
- 12. Provide each Family Support Client with an average of 20 hours per year of family support sessions and administer quarterly Family Self Sufficiency Scalings
- 13. Empower low-income clients enrolled in the Family Support program to achieve at least one of the following goals:
  - a. Move from below Federal Poverty Guidelines to above FPG
  - b. Achieve part-time (PT) employment and/or full- time (FT) employment as a result of being enrolled in the Family Support Program
  - c. Complete ABE/GED and receive certificate or diploma
  - d. Enroll into a post-secondary education program
  - e. Complete a post-secondary education program and obtain a certificate or diploma
  - f. Find affordable housing in support of employment stability
  - g. Enroll into an IDA program, or to open an account and save money

- h. Assist in obtaining health care assistance (in support of employment)
  - i. Enroll in an employment training program
  - j. Obtaining needed auto repairs or purchases (in support of employment)
14. Utilize "ROMA" Reports to document clients' achievements
  15. Assist with special agency projects, including preparation, coordination, etc.
  16. Perform additional duties as assigned by supervisor

MINIMUM JOB REQUIREMENTS:

1. Must have an Associates Degree in a Social Service field and/or 2 years of experience in related field at a minimum.
2. Must have good computer skills. (*Keyboarding test may be required*)
3. Must have a valid Missouri Driver's License
4. Must have liability auto insurance
5. Must have well-rounded knowledge of community resources
6. Must have public speaking experience
7. Must have community projects experience
8. Must be willing and able to travel out of the area for training, meetings, etc.
9. Must be willing and able to train other staff in all components of job after 6 months of hire date
10. Must have a working knowledge of demographic and geographic area of the community
11. Must have the ability to work effectively with local community agencies and individuals
12. Must have the ability to handle sensitive agency participant information in a confidential manner
13. Must have the ability to help train newly hired staff in intake and general office procedures

*I accept the duties and responsibilities as outlined in this position description. This position is not exempt from the overtime provisions of the Fair Labor Standards Act.*

Signature of Employee: \_\_\_\_\_ Date: \_\_\_\_\_