

CITY OF COSTA MESA
Established Date:
Revised Date:

Community Outreach Worker

Class Code:
610

DESCRIPTION:

Under general supervision, to perform daily outreach and case management to individuals including those deemed as homeless residents of Costa Mesa, provide intervention services and constant care as an incentive to assist homeless residents in obtaining services from community organizations and government agencies to change behavior contributing to their homelessness.

CLASS CHARACTERISTICS:

An incumbent of this classification performs case management and intervention services to Costa Mesa homeless residents. The incumbent works primarily in the field and exercises independent judgment and skillful application of para-professional counseling and intervention services. The Community Outreach Worker works under general supervision of the Assistant Chief Executive Officer) and staff of the CEO's Office.

ESSENTIAL FUNCTIONS:

These functions may not be present in all positions in this class. When a position is to be filled, the essential functions will be noted in the announcement of position availability. Management reserves the right to add, modify, change or rescind work assignments as needed.

Serve as a liaison and advocate for chronic homeless individuals as appropriate and needed.

Establish and maintain effective and positive working relationships with homeless residents to provide para-professional counseling and case management services.

Develop and maintain relationships with various public and private service agencies, community groups, and the faith-based community to obtain services for clients;

Assess client needs and characteristics; identify short-term and long-term needs and coordinate service delivery plans.

Identify on-going support services to meet client needs and assist in accessing and obtaining services; instruct clients how to self-assess and access services.

Assist in developing and maintaining computer database reports of ongoing services to homeless clients; complete weekly field notes and logs to track case management efforts; complete client interview forms to gather relevant data and statistics of clients served; electronically document contact and progress of former Costa Mesa homeless clients in computer database.

Conduct and document client follow up checks on success of client/agency linkages; conduct post relocation follow-up on all clients that participated in project reconnect; maintain contact twice over the course of one year with former homeless clients who received services and no longer reside in Costa Mesa to conduct and document client progress checks.

Assist police and fire safety personnel in non-enforcement situations involving homeless clients and obtain appropriate care for clients; assist safety personnel with non-psychiatric emergencies such as transporting clients to substance abuse treatment; may interface with hospital personnel regarding emergency services and recuperative care for homeless clients.

Accompany clients to court to advocate for criminal resolutions to enable them to obtain social services and/or return to family members.

Maintain 24-hour availability, by telephone and/or email, on a rotational basis to clients, Costa Mesa's CEO office, safety personnel and various other interrelated social services to provide services to the homeless of Costa Mesa.

Attend weekly Neighborhood Improvement Task Force meetings, project update, and case management meetings as needed.

QUALIFICATIONS GUIDELINES:

A typical way to obtain the requisite knowledge and abilities to perform the duties and responsibilities of this classification is as follows:

EDUCATION, TRAINING AND/OR EXPERIENCE:

Bachelor's degree or equivalent in psychology, counseling, human services, social science, social work or a related field and two years experience in providing case management, counseling, social services or working with the homeless. The equivalent to a maximum of two full years of applicable paid work experience may be substituted on a year for year basis for the Bachelor's degree requirement (i.e. Associates Degree, plus four years of experience).

LICENSE AND/OR CERTIFICATE:

Possession of a valid California Driver's License by date of appointment. Revocation of license during employment may result in disciplinary action or reassignment.

REQUISITE KNOWLEDGE AND SKILL LEVELS:

Knowledge of the principles and techniques of interviewing and para-professional counseling;

Knowledge of social services programs and providers available; networking approaches to identify client relevant support services.

Skill in communicating effectively with persons of diverse ethnic, social and economic backgrounds;

Skill in social perceptiveness and service orientation;

Skill in communicating effectively both orally and in writing; and

Skill in critical thinking, problem solving and conflict management.

REQUISITE ABILITIES:

Ability to establish and maintain positive working relationships and work effectively with persons of diverse ethnic, social and economic backgrounds;

Ability to communicate effectively with persons displaying psychological and substance-induced behaviors such as depression, anger and confusion;

Ability to communicate orally and sufficiently to secure information from clients, convey information on services available and to make effective referrals to services needed;

Ability to operate a computer; document and record information electronically and in written format; maintain reports, logs and files and databases; write clear and concise reports; and

Ability to be available 24/7, by telephone or email, on a rotational basis as required.

SUPPLEMENTAL INFORMATION:

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS:

Please contact Human Resources for a summary of the essential tasks and environmental factors for this classification.

Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.