



University System of Maryland Job Class Specification

TITLE: COMMUNITY OUTREACH WORKER II
FLSA: NONEXEMPT
EEO6: H40
IPEDS-SOC: D-211093

JOB CODE: N06CR2
JOB TYPE: INST SPECIFIC UMAB
JOB FAMILY/SERIES: SOC

APPROVED BY:
07/01/1996

Chancellor Donald N. Langenberg

EFFECTIVE DATE:

JOB SUMMARY

Under general supervision, visits individuals and families in their homes, in shelters, or other similar places to provide moderately complex community outreach services. May serve as a lead worker over other outreach workers.

PRIMARY DUTIES

1. Provides crisis intervention through individual counseling, providing basic health education, assisting clients access various social services, and referring clients to alternate care facilities.
2. Conducts initial assessment in order to determine individual client needs.
3. Speaks before neighborhood groups and attends community meetings to establish communication and rapport; to promote services; and assist in resolving problems facing the community. Prepares and distributes informational literature.
4. Participates in the evaluation of materials and methods designed to meet the educational needs of the client community.
5. May provide guidance and training over other outreach workers.
6. Performs all of the duties of a Community Outreach Worker I.

Note: The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

MINIMUM QUALIFICATIONS

N06CR2 - INST SPECIFIC UMAB - COMMUNITY OUTREACH WORKER II

Page 2

EDUCATION: High-school diploma or GED.

EXPERIENCE: Two years in community outreach, health care, research, and/or social services.

OTHER:

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

General knowledge of community and/or social service resources and programs. Skill in conducting interviews and assessing client needs. Ability to communicate effectively orally and in writing. Ability to establish and maintain effective working relationships. Ability to operate computers and other office equipment. Ability to write reports and maintain records. Ability to work in extreme weather conditions. Ability to perform extensive standing and walking. Ability to handle sensitive and confidential matters with discretion and tact. Ability to interact with the public, health care providers, community organizations, and social service agencies. Ability to maintain poise and courtesy under pressure.

OTHER: Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.

CONDITIONS OF EMPLOYMENT

Employees in this job class may be required to use their personal automobile while conducting official business and possess a valid Maryland Non-commercial Class C or Commercial Class B Driver's License (CDL). Candidates selected for employment may be subjected to medical inquiries and/or medical examination to determine ability to perform the job. Employees in this job class may be required to successfully pass a police background check.