



University System of Maryland Job Class Specification

TITLE: COMMUNITY OUTREACH WORKER I
FLSA: NONEXEMPT
EEO6: H40
IPEDS-SOC: 21-1093

JOB CODE: N04CR1
JOB TYPE: INST SPECIFIC UMAB
JOB FAMILY/SERIES: SOC

APPROVED BY:
Chancellor Donald N. Langenberg

EFFECTIVE DATE: 07/01/1996

JOB SUMMARY

Under direct supervision, visits individuals and families in their homes, in shelters, or other similar places to provide basic community outreach services.

PRIMARY DUTIES

1. Recruits a client base within the community by identifying, locating, interviewing, and screening individuals who may be appropriate for the program.
2. Provides general information to individuals and families on program objectives and services; eligibility requirements and benefits; confidentiality of information etc. Distributes informational materials and literature.
3. Conducts visual inspection of the physical condition of the client's house to identify factors that may be detrimental to maintaining a safe, healthy, and comfortable living environment.
4. Serves as a liaison between the client and community resources including department staff, City, State, and Federal social services agencies.
5. Schedules clients for appointments with health care providers, reminds them of pending appointments, and contacts them to inquire into reasons for missed appointments. Escorts clients to various appointments to ensure compliance and provide support.
6. Assists with client retention by following up on all contacts for continued progress assessment and locating those clients who have moved or lost contact with the program.
7. Assists with the facilitation of the clinic process by greeting clients and making sure that they are registered to be seen.
8. Assists with planning, organizing, and implementing community special events such as health fairs, workshops etc.

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9. Participates in staff meeting and conferences. Reports on community outreach activities including problems and concerns.
10. Prepares written reports and maintains records of outreach contacts and activities.
11. Updates information in database from various data forms collected.
12. Maintains a good working relationship with all members of the community.

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

EDUCATION: High-school diploma or GED.

EXPERIENCE:None

OTHER:

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

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

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the job. Employees in this job class may be required to successfully pass a police background check.