

Jurisdictional Class: Competitive
EEO Category: Paraprofessional
Revised: 05/24/2023

OUTREACH WORKER – SPANISH SPEAKING

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this class is responsible for assisting with support services for a variety of programs and for assisting with their delivery to clients. The work is performed under the direct supervision of a designated higher level staff member. Supervision is not a function of this class. Except for the required ability to speak Spanish, this class is identical to Outreach Worker. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Conducts interviews, intakes and screenings of clients to discern needs and makes referrals to appropriate agencies or contact persons;
Disseminates information on available programs and services;
Performs various clerical job-related duties;
Assists supervisory staff in carrying out the day-to-day operational details as necessary;
Visits clients in the home to assess needs or identify problems and then serves in an advocacy capacity to bring about desired or necessary corrective action;
Assists in locating necessary help from community and follows up to make sure service is provided;
Serves as advocate for clients to obtain benefits for which they are eligible;
Provides information and referrals to public;
Keeps and maintains files and records;
Maintains records and statistics on program components;
May assist clients and their families in crisis situations, and makes necessary referrals;
May prepare periodic and special reports on program activities, and make recommendations or suggestions for improving services or modifying operations.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of community human service agencies and programs; good knowledge of relevant rules and regulations; ability to relate to and motivate people; ability to analyze, obtain and use facts in making judgments concerning client program eligibility; ability to speak Spanish; ability to understand and carry out written and oral instructions; ability to prepare accurate reports; clerical aptitude.

MINIMUM QUALIFICATIONS: Either:

- A. Possession Associate's Degree in human services, social services or related field;
OR
- B. Graduation from high school or possession of a high school equivalency diploma **AND** two (2) years of experience in interview techniques, community service coordination, recreation programs, community development, community health services, social work, work placement, programs for the aged, or related fields.

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SPECIAL REQUIREMENT: Candidates must be eligible for a New York State Driver's License at the time of application. Possession of a valid license is required at time of appointment. This license must be maintained throughout appointment.

NOTES:

1. Degree(s) must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.
2. Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.

Adopted: 03/02/1982

Revised: 01/16/1996, 05/23/2006, 07/27/2006, 04/26/2011, 05/24/2023