

OUTREACH SERVICES REPRESENTATIVE

DISTINGUISHING FEATURES OF THE CLASS: This position exists in the Employment and Training Department and involves a wide variety of supportive services to the elderly in the areas of outreach, information, and referral. Cases requiring more intensive services are referred to appropriate agencies. Incumbents in this class must have an understanding of and empathy for the characteristics, needs and problems of the elderly. The work is performed under the general supervision of an employee responsible for placing older or unemployed workers in employment or training positions. Supervision may be exercised over the work of subordinate employees. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Interviews older persons or their delegates via telephone or in person to identify their needs and evaluates them for training or employment program services offered by the program;
- Provides information to the elderly concerning resources and agencies available to help resolve their difficulties;
- Refers clients to appropriate community resources such as Home Energy Assistance Program, Mental Health Clinic, Public Health Department, Homemaking Agencies, and others;
- Counsels older workers on vocational training opportunities or job openings;
- Oversees services for the client and avoids duplication of services by acting as a liaison between involved community agencies;
- Provides outreach services in order to identify elderly in need of services by speaking at Senior Citizen Centers, canvassing neighborhoods on a door-to-door basis, and targeting public information campaigns for this purpose;
- Writes articles on employment and training for monthly newspaper produced by department;
- Assists clients in filling out forms, obtaining eligibility information and gathering required documentation;
- Maintains accurate and current records regarding client contacts and activities including on-going narrative files, for each client, and daily and monthly numerical reports;
- Follows up on clients and other community agencies to ensure that required services are being provided and to facilitate delivery of such services;
- Coordinates client services with other agencies in regard to long term planning of client needs;
- Locates and identifies unemployed or underemployed older workers, assesses their needs and provides information on training programs and employment opportunities;
- Assists with the identification and/or development of job opportunities for the older worker;
- Makes on-site visits to explain the program and to follow-up clients in OJT slots.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of the characteristics, needs, and interests of the elderly; good knowledge of community agencies, facilities, and services which can be utilized to aid in job training or placement of the elderly; good knowledge of interviewing techniques and methods; working knowledge of demographic make-up of the area served by the program as it relates to the employment and/or training of the elderly; ability to communicate effectively both orally and in writing; ability to relate to and motivate older people; ability to direct and evaluate the work of others; empathy in handling sensitive human problems; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

- (A) Completion of 60 semester credit hours from a regionally accredited or New York State registered college or university with a minimum of 12 credit hours in psychology, sociology, gerontology or closely-related field; **OR**
- (B) Two (2) full-time paid or equivalent part-time paid or verifiable volunteer experience in adult education, recreation, community health services, work placement or providing information or supportive services to clients; **OR**
- (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

SPECIAL REQUIREMENTS: Eligibility for New York State Driver's license at time of application. Possession of valid New York State Driver's license at time of appointment.