

# York County Community Action Corp.

## Community Outreach Liaison

### Job Description

**REPORTS TO:** Director of Economic Opportunity

**STATUS:** Non-exempt, full-time

**PAY GRADE:** 6

**PURPOSE:** The primary function of any local police department is to promote and provide public safety. Through the Community Support Partnership Pilot residents of Kittery, Eliot, or York contacting law enforcement with needs more appropriately addressed by health and/or community resources will be offered the opportunity to work with the Community Support liaison. The Community Outreach liaison will work with residents referred by the identified police departments, to ensure that residents are getting services that appropriately respond to their needs.

#### **Responsibilities:**

1. Assess the social and financial needs of residents referred by law enforcement, prioritizing identified needs with the resident, and, as appropriate, link the resident to existing health, mental health, financial and social support resources;
2. The Outreach Worker will attempt to contact the resident within 24 hours of receiving a referral from the participating departments;
3. Provide and/or link referred residents to existing emergency assistance for basic needs such as utilities, shelter, and food;
4. Serve as an advocate when appropriate; assist clients in developing the skills and expertise to advocate on their own behalf. Help clients develop skills leading to long-term success;
5. Develop, coordinate, and monitor a network of services and resources tailored to needs and interests of client. Provide cross-coordination of resources across YCCAC and in the community;
6. Collaborate with local community providers to ensure strong relationships and mutual understanding;
7. Provide intake services for programs administered by the agency as appropriate;
8. Conduct home visits to clients unable to schedule visits to outreach locations;
9. Establish and maintain working relationships with assigned law enforcement offices; develop and maintain provider/resource network; ensure that community organizations have current information regarding YCCAC programs and services;
10. Collect and report data to the Police Departments on the agreed performance measures;
11. Perform other duties as assigned, or as necessary to fulfill the position.

#### **Desired Skills and Competencies:**

- Integrity – Should have a strong moral code, sense of ethics, and professional boundaries
- Independent Worker – Must be able to effectively work independently

- Active Listening – Capacity to listen and respond to others with mutual respect and understanding
- Communication - Demonstrated ability to resolve conflict and communicate effectively with a wide range of individuals
- Relationship Building – Ability to develop and maintain strong working relationships with law enforcement, community providers and residents
- Cooperation and Collaboration - Must enjoy working in a collaborative environment and value collective problem-solving

**Qualifications:**

1. Bachelor’s Degree in Social Work or closely related field;
2. Prior experience and demonstrated success working with people experiencing complex health and social needs;
3. Knowledge of the health and human service network and systems in York County;
4. Demonstrated ability to assist other persons in identifying and addressing issues and needs;
5. Ability to link YCCAC and its resources with community organizations and to initiate partnerships when appropriate;
6. Must have reliable means of transportation for travel in York County;
7. Must not have an active record on the System for Award Management (SAM) website.

Qualifications and responsibilities are essential functions of the job. Essential functions (EF) are the work tasks that employers do not have to change when making reasonable accommodations.

**Responsibility for Safety and Health:**

1. Follow established standard and safety precautions in the performance of all duties.
2. Report to the Operations Manager any hazardous condition or equipment immediately.
3. Attend required safety trainings.

**Physical Requirement:**

Physical Essential Functions of the position

Bending	O	Sitting	F	N (Not applicable)
Carrying	O	Standing	O	O (Occasionally) on/off up to 3 hrs. per day
Driving	O	Talking	F	F (Frequently) on/off up to 6 hrs. per day
Handling	O	Walking	O	C (Constantly) all the time, over 6 hrs./day
Hearing	F	<u>Lift/Carry</u>		
Keyboarding	O	20 lbs or less	O	
Kneeling	O	<u>Push/Pull</u>		
Reaching	O	12 lbs or less	O	

No job description can define completely all aspects of a particular position. This job description in no way states or implies that these are the only duties that you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is an essential function of the position.

I have read this job description and fully understand the requirements set forth therein. I hereby accept the position of **Community Outreach Liaison** and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

I further understand that my employment is at-will. I understand that my employment may be terminated at-will by the facility or myself with or without notice. I further understand that should I desire to resign a two (2) week notice is necessary, and that failure to work through that notice would lead to a loss of eligibility for rehire at York County Community Action Corporation.

Employee (print) name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_