

York County Community Action Corp.

Outreach Worker – Sanford Office

Job Description

REPORTS TO: Director of Economic Opportunity

STATUS: Non-exempt, full-time

PAY GRADE: 6

PURPOSE:

The Outreach Worker – Sanford Office, connects with low-income individuals and families and utilizes community resources and coaching needed to resolve immediate or urgent crises, as well as those which promote long-term financial and household stability. Support families who are seeking to achieve long-term stability through the use of a “Pathway Plan”. Establish and maintain linkages between YCCAC’s many programs and services and the communities in which we provide services.

RESPONSIBILITIES:

1. Provide client-centered coaching to low-income residents of York County regarding housing, public benefits, legal issues, energy, financial stability, and other pertinent resources.
2. Support participants with goal-setting, assessment, and implementation of a “Pathway Plan” to achieve long-term stability.
3. Provide emergency assistance for basic needs such as utilities, shelter, and food when funds are available.
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. Provide intake services for programs administered by the agency as appropriate.
7. Conduct home visits and community visits to clients unable to schedule visits to outreach sites.
8. Establish and maintain working relationships with assigned municipal offices; develop and maintain provider/resource network; ensure that community organizations have current information regarding YCCAC programs and services.
9. Assess opportunities for partnerships in addressing poverty related issues and participate in community task forces or initiatives as appropriate.
10. Collect data and complete program reports as requested.
11. Perform other duties as assigned, or as necessary to fulfill the position.

Qualifications:

1. Bachelor’s Degree and/or LSW preferred; experience may be substituted.
2. Knowledge of the human service network and systems in York County.
3. Demonstrated ability to assist other persons in identifying and addressing issues and needs.
4. Ability to link YCCAC and its resources with community organizations and to initiate partnerships when appropriate.
5. Experience and/or demonstrated ability to function well in a helping relationship with other persons, and to maintain appropriate boundaries.
6. Ability to communicate effectively to a wide range of individuals.
7. Ability to exercise sound judgment and efficient decisions.
8. Capacity to function effectively as part of a team and also able to work independently.
9. The ability to communicate effectively with clients, agency personnel and community partners.
10. Ability to work in the community while adhering to social distancing and PPE guidelines.
11. Ability to work remotely using text, email and phone.
12. Demonstrated ability to manage and coordinate a project, including excellent organizational skills.
13. 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/Special Initiatives 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 **Outreach Worker** 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: _____