



## Career Service Authority

# Outreach Case Coordinator

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### **GENERAL STATEMENT OF CLASS DUTIES**

Performs advanced level work coordinating and facilitating services for the homeless, those vulnerable to homelessness and homeless Veterans, including identifying client needs, determining eligibility of benefits by applying various federal and state regulations and county policies, and referring clients to appropriate programs, services and supporting community agencies.

### **DISTINGUISHING CHARACTERISTICS**

This class performs advanced level work coordinating and facilitating services for the homeless, vulnerable to homelessness and/or Veterans population(s), including referring clients to appropriate programs and services. This class is distinguished from Social Caseworker, which performs professional level social casework counseling and services. This class is distinguished from the Case Management Coordinator III class which performs advanced level eligibility work for clients who are not homeless, vulnerable to homelessness or are Veterans.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

#### ***Level of Supervision Received and Quality Review:***

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function; and contacts with the persons under stress or emergency conditions where an immediate service is rendered according to established procedures or instructions.

***Level of Supervision Exercised:***

None.

**ESSENTIAL DUTIES**

Conducts intake interviews with homeless (or vulnerable) clients to determine eligibility for services, reviews client information such as applications for services, financial and/or employment status and history, social and family history, and services received currently and previous.

Performs an assessment of the homeless (or vulnerable) clients based on intake information and determines the appropriate services and/or programs needed by the client.

Works with clients to develop an individual service plan, including formulating goals with associated timelines and identifying community agencies and resources, service providers and other internal resources in order to secure permanent housing for the client.

Engages in on-going coaching, problem-solving and facilitation with homeless (or vulnerable) clients to resolve immediate or recurring problems and barriers to receiving and/or participating in services or programs, and monitors eligibility for services by ensuring clients are following through with their agreed-upon responsibilities.

Performs crisis intervention as needed for clients who suddenly become homeless and have an immediate need for services due to unforeseen circumstances or resulting from calamities such as fire, hazardous material evacuation, etc.

Mobilizes and provides on-site services to clients as needed, including having supplies, forms, resources, etc. readily available in an insured motor vehicle in order to quickly arrive on-scene as situations and needs warrant.

Monitors and tracks homeless (or vulnerable) clients participation, follows up on any problems or issues that arise, and authorizes immediate support services such as transportation assistance, child care, clothing and hygiene needs, food vouchers and any other needed services.

Maintains and updates files by recording client contacts and coordinates and maintains records to ensure that federal, state and local requirements are met.

Builds relationships and networks with outside community resources, service providers and other counties, and facilitates the delivery of their services to ensure expedited and continued services and resources for homeless clients.

Performs outreach, presentations and in-service training sessions to outside services, vendors, community organizations and/or other counties to ensure a multitude of services are readily available and accessible for homeless clients.

By position, serves as an emergency responder on a 24/7 basis for any and all emergencies that may result in individuals, families or other groups being temporarily homeless.

By position, performs job and/or employment development to include identifying barriers to employment, training and/or other program services, determining if the client is job ready, needs additional skill training or education, and coordinates services to remove these barriers.

By position, works with employers to develop networks and serve as a liaison between clients and employers to facilitate job placements.

Performs other duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge, & Skills:***

**Integrity/Honesty** - Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and chooses an ethical course of action.

**Conscientiousness** - Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

**Interpersonal Skills** - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

**Customer Service** - Works with customers to assess needs, provide assistance, resolve problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

**Listening** - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

**Oral Communication** - Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal clues, and responds appropriately.

**Memory** - Recalls information that has been presented previously.

**Flexibility**- Adapts quickly to changes.

**Reading** - Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

**Writing** - Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information and messages in writing.

**Technology Application** - Uses machines, tools, instruments, and/or equipment effectively and uses computer applications to analyze and communicate information in the appropriate format.

**Diversity** - Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

**Reasoning** - Discovers or selects rules, principles, or relationships between facts and other information.

Knowledge of community resources sufficient to be able to utilize them to provide services and resources to clients.

Knowledge of a variety of federal, state, and local programs sufficient to be able to interpret and apply rules and regulations.

Skill in interviewing techniques sufficient to be able to interview clients to obtain and verify information.

Skill in independently adapting, interpreting, and applying written guidelines, precedents and standardized work practices to a variety of unprecedented and problematic situations.

Skill in examining information for completeness, accuracy, and compliance.

***Physical Demands:***

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in a normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, grasping or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Near acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus.

Lifting: occasionally raising and lowering objects weighing 25-50 pounds.

***Working Environment:***

Pressure due to multiple calls and inquiries.

Contact with clients under a wide variety of circumstances.

Subject to varying and unpredictable situations.

Subject to many interruptions.

May handle emergency or crisis situations.

Exposed to unpleasant elements.

May be exposed to various illnesses and diseases.

Mobile work locations may be physically and/or emotionally challenging.

***Education Requirement:***

Associates Degree.

***Experience Requirement:***

Two years of experience performing intake including assessing and identifying client strengths and needs and providing referrals for assistance.

***Education/Experience Equivalency:***

Additional appropriate experience may be substituted for the minimum education requirement.

***Licensure and/or Certification:***

Requires possession of a valid driver's license at the time of application. Possession of a valid Colorado Class "R" driver's license required prior to the end of probation.

**CLASS DETAIL**

***FLSA CODE:*** Non-Exempt

***ESTABLISHED DATE:*** 01/18/2009

***ESTABLISHED BY:*** Tony Gautier

***REVISED DATE:***

***REVISED BY:***

***CLASS HISTORY:*** This is a new class written specifically for Denver Human Services.