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| **Outreach Specialist**  **Job Description** | |
| Department: | Family Support Services |
| Reports to: | Senior Case Manager |
| Supervises: | Case Manager |
| Grade: |  |
| FLSA Status: | Exempt |
| Effective Date: | June 2023 |

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| **Job Summary** |
| The Family Support Case Manager is a full-time, exempt position who will focus on case management and supportive services to low-income individuals and families, assist with problem-solving, and achieve self-sufficiency and family stability.  Must be (Spanish/English) Bilingual, fluent to read, write, speak. |

| **Essential Functions** |
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| * Crisis Management and intervention. * Develops trusting relationship with clients. * Completes paperwork including intakes, narratives, correspondence and forms accurately. * Assist client in completing goal/action plan to determine steps and activities towards self-sufficiency and family stability. * Acts as advocate for client and works with client to identify specific causes of barriers to self-sufficiency. * Monitor client’s progress towards satisfactory problem resolution. * Administers and reviews client outcome goals to determine effect to case management. * Works in partnership with co-workers to share information and develop effective case management techniques and strategies. * Continuously learns about state and local opportunities, services and programs that may be of value to clients and develop procedures with other providers to coordinate delivery of services to the latino community. * Submits timely and accurate reports on program activities. * Assist in developing program-marketing materials including brochures and other methods to advertise program services. Market all programs to businesses and community-based organizations. * Ensure assigned program activities and grant requirements are implemented successfully. * Input client data-to-data management system on a daily basis. * Continuously learns about state and local opportunities, services and programs that may be of value to clients and develop procedures with other providers to coordinate delivery of services to the Latino community. * Other duties as required. |

| **Qualifications** |
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| * Bachelor’s Degree in Social Work or Human Services, and experience in case management ***or*** * Associates Degree in Human Services, and three years’ case management. * Knowledge and/or experience in Case Management preferred. * Should be enthusiastic and passionate about helping families experiencing homelessness or living in temporary housing, housing access, food insecurity, assisting them with legal services orientation. * Bilingual in Spanish and English (Strong verbal and written communication skills*), ability to interpret and translate documents.* * Possess valid driver’s license and own transportation, no DUIs, and no accidents or moving violations in the past three (3) years. * Dependability. * Multicultural sensitivity. * Must also obtain clearances from the Delaware State Police Criminal Record Check, * Must demonstrate a commitment to protecting family and other client confidentiality. * Driver’s License and own Transportation. |

| **Knowledge, Skills and Abilities** |
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| * Strong problem-solving skills. * Strong computer skills including Excel, Microsoft Word, Database management * Excellent oral and written communication skills. Ability to develop rapport and create a comfortable, trusting relationship with all clients. * Good planning and organization skills with ability to handle and prioritize multiple tasks. * Effective time management skills with ability to be flexible. * Ability to use critical thinking and problem-solving skills with sound professional judgment. * Strong interpersonal skills. Ability to work effectively with a wide range of people. * Proven counseling skills. Ability to work effectively with people in a social service environment. * Track record working with those living in recovery substance abuse disorders, mental health disorders, and co-occurring disorders. * Commitment to the highest standards of ethical conduct and confidentiality. |

| **Physical and Environmental Job Requirements** | | **Amount of time** | | | |
| --- | --- | --- | --- | --- | --- |
| **Rarely** | **Occasionally** | **Frequently** | **Constantly** |
| **Physical Requirements** | | | | | |
| **Sitting** - required to sit for extended periods of time without being able to leave the work area | |  | X |  |  |
| **Standing** – required to remain on feet in an upright position for continuous periods of time without being able to leave the work area. | |  |  | X |  |
| **Walking** – required to walk considerable distances in the facility during the course of work. | |  |  | **X** |  |
| **Lifting** – required to raise or lower objects from one level to another regularly. | | | | | |
|  | Up to 10 pounds |  |  | **X** |  |
|  | 11 to 20 pounds |  | X |  |  |
|  | 21 to 30 pounds |  | X |  |  |
|  | 31 to 50 pounds |  | X |  |  |
|  | 51 to 75 pounds (team lifting as appropriate) | X |  |  |  |
|  | 76 to 100 pounds (team lifting required) | **X** |  |  |  |
| **Carrying** – required to carry objects in arms or on the shoulder. | |  | x |  |  |
| **Pushing** – required to exert force up to \_25\_\_ lbs so that an object can be moved away. | |  | X |  |  |
| **Pulling** – required to exert force up to \_25\_\_ lbs so that an object can be moved towards employee. | |  | X |  |  |
| **Climbing** – required to climb and work in overhead areas. | | X |  |  |  |
| **Balancing** – required to move between objects or work in overhead areas. | | X |  |  |  |
| **Stooping** – required to bend forward by bending at the waist. | | X |  |  |  |
| **Kneeling** – required to move or support self on knees. | | X |  |  |  |
| **Crouching** – required to bend the legs or spine. | |  |  |  |  |
| **Crawling** – required to work in confined space and move about on hands and knees. | | **X** |  |  |  |
| **Reaching** – required to use hands and arms to reach for or place objects. | |  | X |  |  |
| **Feeling** – required to discriminate between varying textures. | | **X** |  |  |  |
| **Grasping** – required to pick up objects with fingers. | | X |  |  |  |
| **Substantial Movements** – required to perform substantial movement (motions) of the wrists, hands, and/or fingers. | | X |  |  |  |
| **Eye, Hand, Foot Coordination** – required to coordinate the eyes, hands, feet with each other in response to visual stimuli. | | X |  |  |  |
| **Motor Coordination Skills** – required to coordinate eyes, hands and fingers rapidly and accurately and handle precise movements. | | X |  |  |  |
| **Color Determination** – required to identify colors through vision. | | **X** |  |  |  |
| **Near Acuity** – required close, clear vision with or without correction. | |  |  | **X** |  |
| **Depth Perception –** required to distinguish depth. | |  |  | **X** |  |
| **Tasting** – required to distinguish differences in quality of flavors using the tongue. | | **X** |  |  |  |
| **Smelling** – required to distinguish differences in quality or type of odors using the nose. | | X |  |  |  |
| **Workplace Environmental Conditions** | | | | | |
| **Noise Conditions** – exposed to sound levels sufficient enough to cause hearing loss or fatigue. | | **X** |  |  |  |
| **Extreme Heat** – exposed to high temperatures that result in significant body discomfort. | | **X** |  |  |  |
| **Extreme Cold** – exposed to low temperatures that result in significant body discomfort. | | **X** |  |  |  |
| **Vibration** – exposed to repetitive vibrations. | | **X** |  |  |  |
| **Atmospheric Exposures** – exposed to dusts, fumes, vapors or mists that could affect health. | | X |  |  |  |
| **Other** | | | | | |
| **Health Conditions:** Exposed to diseases and infections associated with children. | | X |  |  |  |
| **Hearing:** requires ability to hear well enough to converse with staff and vendors. | |  |  |  | **X** |
| **Speaking:** requires the ability to converse with staff and vendors. | |  |  |  | **X** |

| **Other Requirements** |
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| * Ability to work cooperatively with others, including co-workers, clients, representatives from other agencies, and community in a non-judgmental manner * Ability to work a range of hours as needed. Some evening and weekend hours are periodically required. * Flexibility in meeting new and challenging situations. * Knowledge of community resources * Ability to assess the individuals’ skills and make proper referrals. * Ability to handle sensitive and/or emergency situations. * Ability to input case notes in case management Software and client data daily. |

| **Others** |
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| Salary: Based on the Candidate’s experience  ***Submit CV to*** [***fzambrano@thelatincenter.org***](mailto:fzambrano@thelatincenter.org) |

**Supervisor’s Approval: President/CEO's Approval:**

Signature Date Signature Date

**Employee's Acknowledgement:**

I have received, reviewed and fully understand the job description for the Prevention Specialist. I further understand that I am responsible for the satisfactory execution of all duties identified therein, under all conditions as described. I acknowledge LACC's right to amend, change, and alter my actual job duties as well as update this job description as needed.

Signature Date

The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of LACC.