



# COMMUNITY OUTREACH WORKER JOB DESCRIPTION

Job Title: **Community Outreach Worker**

**Therapeutic Courts**

Pay Grade: **119**

FLSA: **Non-Exempt**

Job Code: **1362**

Effective Date: **August 2011**

Revision Date: **July 2024**

## NATURE OF WORK

Under general supervision, promotes community awareness of Therapeutic Court issues; presents education materials and outreach services for the community; conducts educational forums on prevention and intervention issues according to program standards; assist with case management of client enrolled into Therapeutic Court.

## ESSENTIAL FUNCTIONS:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Assist the Drug Court Manager in case management duties.
- Attends staffing and TCP court proceedings.
- Provides assistance with the Drug Court Housing Program; maintains and updates occupant records to ensure accuracy in accordance with Housing compliance standards. Participates in house meetings and provides updates to management regarding the Housing Program and occupancy.
- Work with and assist volatile clients during time of crisis via personal meetings or phone conversation,
- Develops and facilitates community support for the Drug Court Program; conducts community outreach activities and coordinates promotional events.
- Set ups and maintains program files on clients, assuring client confidentiality at all times; assists clients with community program application process.
- Prepares and delivers presentations to the community on assigned topics.
- Documents client service delivery in program reports as required.
- Conducts and monitors (visual observation) urine analysis testing.
- Assists in compiling and maintaining records, reports and statistical information.

**WORKING ENVIRONMENT / PHYSICAL DEMANDS:**

Work is performed in a standard office environment and off-site environments, including community locations and treatment facilities; work involves light physical demands and frequent use of a personal computer and lifting of objects up to 25 pounds.

**EMPLOYMENT STANDARDS:**

Associates Degree or CDP or equivalent; AND two (2) years' experience working with high-risk populations. A valid Driver's License is required. Specific technical training and certifications may be required.

**KNOWLEDGE AND SKILLS:**

**Knowledge of:**

- County policies and procedures.
- Drug Court programs, policies, and procedures.
- Applicable laws and regulations covering public health programs.
- Community service agencies and other governmental assistance programs.
- Principles of record keeping and records management.
- Program records, reports, and documentation.
- Business and personal computers, and standard software applications.

**Skills in:**

- Interacting with people of all social, economic, cultural, and ethnic backgrounds.
- Maintaining accurate records.
- Operating a personal computer utilizing standard and specialized software.
- Following verbal and written instructions.
- Performing a variety of community outreach and public relations functions.
- Establishing and maintaining effective working relationships with other staff, County officials, outside agencies, community organizations, and the general public.
- Communicating effectively verbally and in writing.