

Job Title Outreach Worker  
Reports To Community Services Supervisor  
Supervise Assistant  
Status Regular, Full-Time, Non-Exempt

### Job Summary

Assist in activities and programs that support OOI's mission to assist those with limited means improve their quality of life through stabilization services and development opportunities. Programs may include but are not limited to: Community Service Block Grant activities, Home Energy Assistance Program, Emergency Solutions Grant and Family Development (Case Management) Activities.

### Duties and Responsibilities

1. Responsible for seeing that all programs are carried out in assigned service area including assurance that guidelines, agency procedures, etc. are set forth and carried out correctly.
2. Responsible for assisting staff in recruiting families for impact driven programs (Family Development activities, etc.).
3. Assist in tracking low-income families and individuals enrolled in impact driven programs.
4. Advertise available training opportunities; topics may include but are not limited to: Employment, Education, Income Maintenance, Nutrition, Energy Conservation, Health and Housing.
5. **Maintain and appropriately secure files and records for all programs. Protect and ensure client confidentiality at all times.**
6. Submit weekly, monthly, and quarterly reports to supervisor and/or designee.
7. Open and log mail. Answer telephone. Maintain office files and correspondence, including email.
8. Timely preparation and submission of timesheet, travel reimbursement, etc. Reviewed for accuracy before submitting for payment.
9. Review program files for accuracy and completeness prior to close-out reports and monitoring visits.
10. Cooperate with agency program staff to maximize services to target population.
11. Assist other staff in the areas of specialized knowledge.

**Job Title** Outreach Worker

12. Actively participate in local area Resource Council and similar groups in order to keep informed of resources available to clients.
13. Maintain active partnerships throughout the community; annually update partnership agreements.
14. Furnish agency information to local school officials, public elected officials, target area councils and news media as needed to optimize positive publicity.
15. Work with local, county and state governments in planning and implementing projects or programs that would help low-income individuals which might be coordinated through their area or made available through their resources.
16. Attend training as required.
17. Responsible for requesting training or clarification of any job duties or assignments not understood.
18. Perform other duties as assigned.

**Qualifications**

High school diploma or equivalent. Training in family services or social service field preferred. Ability to adapt projects to local conditions and to plan and develop programs. Experience in working with and motivating low-income families beneficial. Knowledge of computer operation required. Valid driver's license and reliable transportation required. Must apply for, and pass a criminal records check through the Identification Bureau of the Arkansas State Police. Must complete and pass a Child Maltreatment Central Registry Check. Lift 50#.

**Physical Demands**

Occasional lifting and moving of general office equipment, long periods of sitting, reading and keyboarding, frequent driving within the service area, occasional driving to out-of-area functions.

**Non-Physical Demands**

Multi-task, repetitive review of similar documents, conflict resolution with demanding customers.