 **Outreach Worker II Standard Job Description**



**Classification Title:** Outreach Worker II

**FLSA Exemption Status:** Non-exempt

**Pay Grade:** 4

**Job Description Summary:**

The Outreach Worker II, under direction, performs mid-level clerical Outreach Center activities such as conducting personal interviews, attending training, translating, recruiting volunteers, assisting with implementing services, and assisting with scheduling and assignment issues.

**Essential Duties and Tasks:**

**30%: Outreach Work**

* Establishes rapport with individuals in targeted communities that are being asked to participate in the project.
* Motivates individuals to make necessary changes in habits to improve their health and access medical care.
* Provides small group facilitation.
* Collaborates with promotional, data collection and reporting activities.

**15%: Collaboration**

* Attends weekly team meetings on the outreach and education initiative and update/disseminate materials in collaboration with project team.

**15%: Training**

* Attends training with all project team members to continuously expand knowledge and understanding of Diabetes, community needs, resources, services, and programs available.
* Trains Outreach Worker I and assists with aspects of training.

**10%: Recruiting**

* Recruits other volunteers to help provide services to residents.

**10%: Office Duties**

* Works with the team to document recruitment and education activities.
* Prepares reports on numbers and other information regarding personal contracts.
* Performs administrative tasks related to outreach work.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Required Education and Experience:**

* High school graduation or any equivalent combination of education and experience.
* Two years of related experience or significant volunteer experience.

**Required Licenses and Certifications:**

* None.

**Required Knowledge, Skills, and Abilities:**

* Knowledge of word processing, spreadsheet, and database applications.
* Strong verbal and written communication skills.
* Ability to multitask and work cooperatively with others.
* Ability to work with sensitive information and maintain confidentiality.

**Machines and Equipment:**

* Computer
* Telephone

**Physical Requirements:**

* No physical requirements.

**Other Requirements and Factors:**

* Ability to work evenings and weekends.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

**​​☐​ Yes**

**​​☒​ No**

**Does this classification have the ability to work from an alternative work location?**

**​​☐​ Yes**

**​​☒​ No**