 **Outreach Worker III Standard Job Description**

**Classification Title:** Outreach Worker III

**FLSA Exemption Status:** Non-exempt

**Pay Grade:** 5

**Job Description Summary:**

The Outreach Worker III, under direction, performs upper-level clerical Outreach Center activities such as describing and implementing services, coordinating schedules, scheduling visits, and assigning duties. Assists program coordinators with supervision duties and on-site supervisor responsibilities.

**Essential Duties and Tasks:**

**20%: Outreach**

* Develops strategies for recruitment of other residents as volunteers to help with providing services and information to the residents.
* Performs outreach activities by conducting personal interviews.
* Provides information and education about the programs available to them.
* Takes a lead role in describing and implementing services.
* Recruits other volunteers to help provide services to residents.
* Provides assistance in translating in an understandable manner what is required of the residents to participate in programs currently being offered at the Center.

**20%: Management Assistance**

* Serves as direct assistant to the Program Coordinator, serving as her back up as necessary.
* Assists Program Coordinator with supervision issues and have on site supervisory responsibilities.
* Supervises set up of events.

**15%: Administrative Duties**

* Prepares reports on numbers and other information regarding personal contacts made.
* Performs telephone duties at the Center as needed.
* Schedules visits and coordinates assignment of other duties.
* Performs administrative-related tasks.

**15%: Training**

* Leads training sessions for volunteers and colonial residents.
* Attends trainings that include disease prevention, health outreach education, and youth and elderly services.
* Coordinates schedules of Outreach Worker I and II employees for training purposes.

**5%: Community Support**

* Establishes rapport with individuals in targeted communities that are being asked to participate in the project.
* Motivates individuals to participate in healthy lifestyle activities that reduce the spread of severe COVID-19 complications and improvement of overall health.

**5%: Collaboration**

* Attends weekly meetings to report back to the team on the outreach initiative and provide feedback and input as requested.

**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.
* Three 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
* Vehicle

**Physical Requirements:**

* None

**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**