



**DONA ANA COUNTY
JOB DESCRIPTION**

POSITION TITLE: Community Outreach Coordinator		PAY GRADE: 14
DEPARTMENT: Health and Human Services	FLSA: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	
REPORTS TO: HHS Division Manager-Outreach & Education	LEAD: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
BARGAINING UNIT:	SUPERVISOR: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
APPROVED:  Department Head		<u>9/28/12</u> Date
 Human Resources Director		<u>10/1/12</u> Date

I. PURPOSE SUMMARY.

Responsible for the development, implementation, and evaluation of the outreach activities and the supervision of the outreach staff within the Outreach and Education Division in support of the Colonias and Youth Initiative, other HHS divisions, and the HHS action plan.

II. ESSENTIAL DUTIES.

A. Supervision

1. Oversees staff and resources for the outreach programs.
2. Plans, assigns and directs work, resolving day-to-day problems; assists with the development of program goals, objectives, timelines and schedules; provides feedback to division manager and employees.
3. Establishes goals, objectives and performance measures for program activities, including performance evaluation for staff/volunteers through feedback and established HR procedures.
4. Assists in developing, conducting, and coordinating the training and work instruments required by staff in the performance of their duties.
5. Counsels, advises, and if necessary, works with the division manager to discipline employees in accordance to County policies, procedures, and regulations.
6. Assists in the oversight of the operations of the HHS-managed community resource centers, including oversight of community volunteers and child care contractors.

B. Program Administration

1. Develops operational plans and policies necessary to achieve outreach program objectives service, and special events including infrastructure, social and economic goals related to the Colonias' initiative.
2. Collects and analyzes data to identify community needs prior to planning, implementing, monitoring, and evaluating programs.
3. Facilitates community meetings as directed.
4. Designs and conducts evaluations and diagnostic studies to assess the quality and performance of outreach programs.
5. Assists in the oversight of program/grant contracts to ensure financial and programmatic compliance with all grant conditions and objectives.

6. Provides the supportive, technical and/or management assistance necessary to resolve operating problems, improve quality of services, efficiency, effectiveness of operations, and to enhance service levels.
7. Serves as a liaison and participates in collaborative partnerships internal and external to the Division to elevate visibility for projects, programs, activities, classes and other community health and human service events with the intent to increase community participation and capacity through information exchange
8. Works with staff to disseminate information about community organizations, programs, projects and other governmental programs.
9. Is responsible for maximum resource utilization by staff and clientele by providing service information to avoid duplication of resources in cooperation with other government or community-based organizations.
10. Maintains good working knowledge of activities, community trends and/or emerging contextual issues as they may affect assigned operation areas.

C. Communicating and Reporting

1. Meets with Outreach and Education Division Manager and program staff on a regular basis
2. Represents the department and assigned programs either personally or through subordinates at local, state, or national workshops, community meetings and other functions as requested by the division manager.
3. Promotes and disseminates information and visibility for division and department activities to increase participation through information exchange with local service providers, community projects/programs, school districts and governmental agencies.
4. Develops and maintains cooperative working relationships with agencies and organizations interested offering services in Colonia communities.
5. Facilitates the prompt and accurate submission of information reports or narratives as required by funding agencies and Health and Human Services Department.
6. Contributes to major grant and proposal writing and assists in the identification of funding resources to assist in the implementation of Health and Human Services initiatives or programs.

III. ADDITIONAL DUTIES. Performs other duties as assigned.

IV. QUALIFICATIONS.

A. Education. Bachelors Degree in Social Services, Public or Community Health, Family and Consumer Science, Administration, or related field is required.

B. Experience. Two years of related experience in community outreach, program planning, administration, or public relations. Bilingual (English/Spanish) is required. Lead worker or supervisory experience is preferred.

C. Education/Experience substitution. In accordance with County policy.

D. Licenses/Certifications.

E. Other (e.g., post-offer medical exam, polygraph, background check, driver's license record, etc.). Must pass background check and have and maintain a valid current driver's license.

1. KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED BY THE POSITION:

Must have knowledge of: Health and Human Services management and service delivery especially the rural and unincorporated communities including colonias; Familiarity with the overall Doña Ana County

population demographics; government and community resources and networks, and the issues facing the communities served; Community organizing and rural development techniques.

Must have skill in: Establishing and maintaining good working relationships with employees, the public, community organizations and service providers while making effective use of community resources; Operating a computer using software including Microsoft Office Suite.

Must have ability to: Work well with individuals from a variety of different social and economic backgrounds including community leaders, residents, service providers, local officials and elected representatives; Work independently; Develop collaborative partnerships; Facilitate meetings; Maintain confidentiality; Communicate orally and in writing; Interpret, organize, coordinate and execute assignments, projects and programs; Communicate in English and Spanish.

2. FREEDOM TO ACT.

Work is performed under general supervision of the division manager. Supervises employees and activities of the outreach section.

3. GUIDELINES AND JUDGMENT.

Employee must be able to independently direct and carry out the assignments as delegated within the allotted timeframe.

4. PHYSICAL DEMANDS.

The work is sedentary, typically requiring the employee to sit comfortably to do the work. There may be some walking, standing, bending, carrying of light items, or driving an automobile.

5. WORK ENVIRONMENT.

The work area is adequately lighted, heated, and ventilated, and involves everyday risks or discomforts that require normal safety precautions and safe work practices.

6. SUPERVISORY RESPONSIBILITY.

Supervisory responsibility for directing staff, allocating work, and evaluating employee performance..

V. EMPLOYEE ACKNOWLEDGEMENT:

I have read my Job Description and understand my assigned responsibilities, and have been given a copy of this Job Description. I have also received a copy of the Personnel Policies and Procedures Handbook, and understand that I am responsible for reading and following all relevant policies and procedures outlined in it. I also certify by my signature below that I am able to perform the essential functions of this Job Description with or without reasonable accommodation.

Accepted by:

_____ *Employee*

_____ *Date*