



Approved by: BYW

Supervisor Review by: JG

Approval Date: 8-30-17

Review Date: 8/24/17

**Job Title:** Outreach Specialist

**Status of Employment:** Non-exempt/Hourly

**Department/Location:** Employment Services

**Reports To:** Director of Services

**Position Summary:** Engages with customers, businesses and agencies in the community to present Community Options' programs and initiatives. Work in tandem with team members to develop job opportunities, market programs and assist in identification of services to support customers in achieving their goals under the service plan.

**General Purpose:** Individual and community outreach, build awareness and services through networking and marketing

**Position Responsibilities:**

- Assist customers to achieve personal goals and advocate for their rights
- Provide outreach services; educate potential customers and the community about Community Options' services
- Attend community conferences and public events to network with local resources and promote awareness of Community Options' services
- Communicate with local partners regarding programs(s) and services
- Transport customers to appointments or activities as determined by service plan; assist with the gathering of documentation and delivery of required applications to appropriate offices
- Develop relationships and job opportunities in the community with employers, local partners and other organizations to support customers' needs
- Assist with other customer and/or office needs when team members are absent
- Work collaboratively with team members to ensure customers' needs are met
- Complete documentation requirements daily or as directed by company policies and procedures
- Know, understand, implement, and adhere to all Community Options, Inc. policies and procedures
- Related duties as assigned to include, but not limited to, completion of job responsibilities identified for other team member positions, as directed

**Essential Skills and Experience:**

- Associate's degree in marketing, business or related field; additional work experience may be considered in lieu of degree
- Two (2) years of work experience in related field
- Strong communication, customer service, organizational, and networking skills
- Proficient computer skills including knowledge of Microsoft Office 365
- Valid driver's license, acceptable driving record, reliable transportation, and proof of insurance for the vehicle subject to the statute of the licensing state will be required based on assigned job duties



**Other Skills and Experience:**

- Team player and knowledge of community resources
- Maintain a professional manner at all times with customers and in the community when representing the company

**Reporting to this position:** None

**Physical Demands and Work Environment:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

- Physical demands: While performing the duties of this job, the employee is required to walk; sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; balance; stoop; talk or hear. The employee must occasionally lift and/or move objects weighing up to 50 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Work environment: While performing the duties of this job, the employee will be in an office or community setting. Assigned work shifts will vary depending on the customers' or company needs; employee must be flexible to work mornings, afternoons, evenings, overnights, holidays, and weekends at one or more locations as determined by the customers.

**Acknowledgement and Sign-off:** The statements above are intended to describe the general nature and level of work performed by individuals assigned to this position. The job description is not an exhaustive list of the knowledge, skills and abilities required for the position. All employees may be required to perform duties outside of the normal responsibilities as needed. The employee is expected to adhere to all company policies and to act as a role model in the adherence to those policies. Failure to adhere to company policies and the job description may result in disciplinary action, up to and including termination. The job description may be changed at any time, with or without advance notice to the incumbent employee.

I have read and understand this explanation and job description.

**Name (Print):** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Replaces Position:** Employment Specialist I, II and III