

COMMUNITY OUTREACH SPECIALIST  
TEMPORARY

DEFINITION:

To provide crisis intervention, advocacy, short-term counseling, community outreach, education, and other social service assistance to clients facing challenges that result in police calls for service; to provide active outreach and prevention to clients experiencing emotional stress, mental health challenges, substance use, homelessness, and issues related to the quality of life.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor or manager.

EXAMPLES OF ESSENTIAL DUTIES – Duties may include, but are not limited to, the following:

Assist individuals to cope and seek out valuable resources and solutions to decrease law enforcement calls for service.

Work directly with victims and families within communities in need of crisis intervention by helping to define problems, examine options, and create a safety plan.

Train police officers in social work engagement techniques including victim counseling, stabilization and de-escalation techniques, skills for communicating with abused children and mentally ill victims, stress management, and community resource identification; consult with police officers and answer questions as they arise.

Provide counseling and case management to assigned clients on an ongoing basis; monitor and document referrals, outreach, prevention and intervention strategies. Provide linkage and refer clients to other community services and resources, monitor top offenders and calls for service.

Participate in the development and ongoing implementation of outreach, prevention, intervention and re-integration model.

Participate in multi-disciplinary outreach team meetings, and intervention strategies.

Provide crisis intervention or conflict resolution in emergency/stressful situations requiring immediate attention.

Provide outreach and referral networks to the community, general public, and outside organizations and agencies.

Participate in and contribute to an inter-agency and community networking/referral system; evaluate clients' needs relative to appropriate program referrals; maintain close communication with contract providers, employers, and community service agencies to ensure treatment plan/activity strategies and client needs are being met in a successful manner.

Conduct community follow-ups on referrals from police officers.

Upon request of a sworn police officer, respond to a call for service with a police officer.

Act as a bridge between the Department, community and other professionals and agencies to develop and maintain effective working relationships.

Demonstrate and maintain a high standard of confidentiality and sensitivity.

Respond proactively to community services using a collaborative approach with law enforcement.

Serve as expert witnesses, as needed, in family court proceedings.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform duties as requested.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Standard and accepted terminology utilized in designated program areas and its relation to treatment and regulations affecting service provision.

Techniques used in individual/group care, counseling, and treatment of designated client populations, including the multi-disciplinary approach to providing services.

Methods and techniques for crisis intervention, conflict resolution, case management, interviewing and observation.

Use of medication in mental health treatment.

Substance Use Theory.

Policies and procedures relative to area of assignment.

Community resources available to clients.

Pertinent local, State and Federal laws, ordinances and rules.

Modern office procedures, methods and computer equipment.

Ability to:

Independently provide effective case management services, treatment plans, safety plans and follow-up.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve legal and clinical policy and procedures in accordance with state laws.

On a continuous basis, sit at desk for long periods of time or while driving; walk, stand, bend, squat, or kneel; intermittently walk and hike in rough terrain and unsettled weather in order to access clients; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Assess financial, physical, mental and emotional well-being of applicants or clients.

Effectively interview individuals who may be physically, mentally and/or emotionally impaired or distressed.

Relate positively to clients; establish trust and rapport; and display empathy.

Work cooperatively as part of a team providing services and/or treatment to designated clients.

Assess situations quickly and objectively, determine appropriate course of action and respond effectively using a variety of appropriate interventions and approaches.

Prepare thorough documentation and maintain accurate and systematic records.

Work with various cultural and ethnic groups in a tactful and effective manner.

Act quickly and calmly in emergency situations.

Transport clients to receive service needs appropriate to Roseville Police Social Services model.

Independently provide effective case management services, treatment plans, safety plans and follow-up.

Respond professionally, fairly, timely, effectively and courteously to the public.

Operate efficiently, effectively and work well under pressure.

Work occasional night, weekend and emergency availability.

Pass an in-depth background check.

Establish and maintain effective working relationships with those contacted in the course of work.

Use a personal computer with proficiency and familiarity.

Communicate clearly and concisely, both orally and in writing.

### Experience and Training

#### Experience:

Two years of experience performing client services and support functions, preferably in a social services environment.

AND

#### Training:

A Bachelor's degree from an accredited college or university, preferably in social work, sociology, psychology, counseling, behavioral science or a related field.

#### License or Certificate

Possession of a valid California driver's license by date of appointment.