



THE CITY OF LA HABRA IS CURRENTLY ACCEPTING APPLICATIONS FOR

COMMUNITY OUTREACH LIAISON

\$56,225 TO \$70,217 ANNUALLY (RANGE 161)

The City of La Habra is recruiting to fill the position of Community Outreach Liaison in the Community Services Department. This position is grant funded and may be of a limited term (subject to continuation of grant). The position is classified as at-will exempt.

DEFINITION:

Under general direction, the Community Outreach Liaison provides case management services for individuals, and/or families who are at-risk, identifies areas of concern related to human services needs; conducts intake assessment and coordinates available services for clients.

ESSENTIAL FUNCTIONS: *(Duties may include, but are not limited to the following):*

- Conducts intake assessments and identifies and coordinates available services for clients.
- Provides a variety of services in support of individuals, families, and other service providers to facilitate a positive response to community problems and individual needs.
- Assists with different populations including the homeless and/or those at-risk of homelessness, senior citizens, court sentenced youth and adults, and/or others.
- Links clients to physical health, mental health, and other supportive services and assist in completing required paperwork.
- Collects data about clients through interview and case history.
- Travels to different sites and locations.
- Evaluates data to identify causes of problems and to determine appropriate referrals to specialists or services.
- Acts as a liaison with law enforcement and other governmental agencies and programs that assist the those with mental health issues.
- Builds and maintains strong relationships with the community, law enforcement, and other service providers.
- Creates reports from the data collected of homelessness and other at-risk populations;
- Maintains and secures confidential client files.
- May supervise part-time staff and volunteers in performance of duties.
- May be required to work variable hours including nights, weekends and/or holidays.
- Perform related duties as assigned.

Along with the above stated essential duties, the following functions are typical for the Community Outreach Liaison:

Homeless Outreach and Services:

- Provides community-based, respectful engagement to adults with histories of chronic homelessness, serious psychiatric disabilities, and co-occurring substance use disorders.
- Works with Partners to develop strategies that help encourage homeless individuals to take steps leading ultimately to housing.
- Partners with Police Homeless Liaison Officer to engage with clients on the street, trying to find ways of reaching clients who are chronically homeless and who may have significant trust, mental health, and/or substance abuse issues.

At-risk Senior Citizens:

- Provides in-person connections with shut-in seniors, developing plans for services by connecting clients to specialized agencies such as Meals-on-Wheels.
- Provides comprehensive assessments of clients' needs in an effort to help prevent premature institutionalization.

Youth and Family Services:

- Provides services for the Community Food Giving Program that includes client intake, assessment and preparation of statistical reports.
- Works with individuals and families to build an effective plan for housing, employment, school readiness and other health and safety need.
- Creates partnerships with other organization including local hospitals, clinics, non-profits, and other service providers.
- Works with Police Departments, schools, churches, and other agencies to assist with those who are in need of service.

QUALIFYING KNOWLEDGE, SKILLS AND ABILITIES TO:

Knowledge of:

- Intake assessment and methodology including principles and techniques of interviewing.
- Community resources and public assistance benefits for at-risk populations
- Networking approaches to identify client relevant support services.
- Modern office methods, practices, procedures and equipment.
- Principles and practices of effective communication and conflict resolution.
- Basic techniques of record keeping.
- Safe driving principles and practices.

Skill and Ability to:

- Establish supportive, respectful, trusting relationships with persons with histories of homelessness, severe and persistent mental illnesses, and severe substance abuse disorders.
- Provide linkages and case management to meet the needs of each individual with varying socio-economic challenges.
- Perform daily follow-ups and wellness checks on existing clients and on new referrals.
- Coordinate social, educational, and other activities/appointments for clients;
- Analyze and problem-solve quickly, providing crisis intervention and needs assessment.
- Maintain emotional stability to cope with a variety of intense situations and emergencies.
- Interpret, apply, and explain applicable laws, codes, rules, and regulations.
- Communicate effectively both orally and in writing with staff, individual and families in crisis, and the public with poise, patience, sensitivity, and understanding.
- Plan and organize work and meet schedules and time lines.
- Establish and maintain cooperative and effective working relationships, including building and maintaining relationships with community-based agencies.
- Work independently with little direction.
- Maintain confidentiality.
- Operate a computer and proficient with MS Office software; document and record information electronically and in written format; maintain reports, logs and files; write clean and concise comprehensive reports.

EDUCATION/TRAINING/EXPERIENCE:

A Bachelor's degree in Public Health, Social Work, Psychology, Human Services, Counseling, or related field is required.

Two years of experience providing case management and social services, to at risk individuals or families. Bilingual English/Spanish highly desirable.

CERTIFICATE/LICENSE REQUIREMENTS:

Equal Opportunity Employer – women and minorities encouraged to apply

Must obtain a First Aid and CPR certification within 90 days of employment. Must possess and maintain a valid California Class C driver's license and proof of acceptable automobile insurance coverage.

SPECIAL WORKING CONDITIONS:

This position requires regular and reliable attendance and the employee's physical presence at the workplace. Requires a willingness and ability to work a varied schedule of hours, which may include early mornings, evenings, weekends, and holidays.

COVID-19 VACCINATIONS:

Must provide proof of full vaccination for COVID-19.

PHYSICAL AND MENTAL DEMANDS/WORK ENVIRONMENT:

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL AND MENTAL DEMANDS: Must be able to perform physical activities such as, but not limited to, lifting heavy items (up to 50 lbs. unassisted), bending, standing, climbing or walking. Must be able to work safely in an environment containing biological conditions which may be unhealthful or hazardous (such as bodily fluids and waste, germs, diseases). Standing for extended periods of time. Reaching overhead above shoulders and horizontally. Hearing and speaking to exchange information. Seeing to monitor individual behaviors. Must be able to perform services in emergency situations with volatile and combative clients and conditions that change quickly.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress, have sufficient eyesight to read programs, hard copy reports, and computer images, and sufficient hand/eye coordination to perform semi-skilled repetitive movements including typing.

Hearing: Hear in the normal audio range with or without correction at normal conversational levels in person and over the telephone.

WORK ENVIRONMENT: Employees work primarily in the field and partially in an office environment. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job which include, but are not limited to: engaging individuals who are experiencing homelessness or drug addictions, in different weather conditions, living conditions, outdoor encampments; driving a vehicle to conduct work. Employee occasionally is exposed to toxic or caustic chemicals and outdoor weather conditions including extreme heat and cold. The noise levels for this work environment can be noisy at times.

SPECIAL CONDITIONS

PUBLIC EMPLOYEE DISASTER SERVICE WORKER: In accordance with Government Code Section 3100, all La Habra City employees are required to perform assigned disaster service worker duties in the event of an emergency or disaster.

CONDITIONS OF EMPLOYMENT: Successful completion of criminal background check; obtain and maintain all certifications and educational requirements as established by state and federal guidelines including:

- CPR and First Aid Certificate
- TB Test;
- Blood Borne Pathogens and HIV Training

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APPLICATION PROCEDURE

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To be considered for this opportunity, please submit a City application online through the Human Resources Department webpage at www.governmentjobs.com/careers/lahabraca. Completed **applications and copies of all mandated certifications and official transcripts will be accepted until 5:30 pm on XXXXXXXXXXXXXXXXXXXX**. Applications will be screened and those applicants deemed best qualified will be invited for an oral interview. The final candidate must successfully complete a medical exam, drug screening, employment history verification, DMV check and will also be fingerprinted.

If any accommodation is needed during the interviewing or testing process, please notify the Human Resources Department at least five days in advance of your scheduled appointment so that we may be able to provide a reasonable accommodation.

***This bulletin is not a contract, neither expressed nor implied.
Any provision herein may be modified or revoked.***