



Position: Community Outreach Specialist / Justice Pre-View Program

Supervisor: Program Coordinator

FLSA Status: Non-Exempt

Status: Full-time

PURPOSE AND FUNCTIONS OF THE POSITION:

Provides guidance and support to program Participants re-entering the community from a state of incarceration and experiencing barriers after being released. Promotes DKA and program services and goals by engaging with community / partner agencies and judicial institutions, seeking, and recruiting participants for the program. Conducts intake and assessments, in conjunction with the participant, prepares service plan outlining goals and pursued outcomes. Acts as an advocate for the participants, motivates and coordinates employment activities and housing search assistance. Provides technical assistance as needed. Provides referrals and coordination with community resources. Makes effective public presentations on behalf of the program and DKA. Maintains documentation and record keeping as required.

RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES:

1. Maintains Confidentiality and trust for all employees, customer, and trainees.
2. Consistently displays culturally sensitive behavior and communications for all employees, customers, and trainees. Seeks to expand knowledge base to increase cultural sensitivity.
3. Seeks win/win solutions, values interdependence, shares a common sense of responsibility for the whole.
4. Acts in a manner that presents the business in a positive light and furthers a positive image for the business. Demonstrates a positive and respectful personal appearance. Contributes to a clean and orderly office appearance.
5. Demonstrates respect, courtesy, and dignity for all. Works with integrity and ethically and inspires the trust of others. Upholds organizational values.
6. Responds in a timely manner in all aspects of communication.
7. Maintains safe working environment for self, other employees, customers, and trainees in accordance with applicable standards relevant to the position's job duties.
8. Displays adaptability and flexibility to encourage team, participant and business growth and health including initiating improvements, demonstrating problem solving and creativity, demonstrating motivation for change and enhancement of the business

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Seek out and recruit program participants that meet the requirements of the program.
2. Administer pre-release needs assessments to determine services and programmatic needs of reentering participants. Identify and refer participants to community resources including housing, wrap around services for mental health and substance use treatment, public benefits, healthcare, and employment.
3. Develop re-entry plans to reflect realistic goals and personal action plans to ensure successful reintegration.
4. Assist program participants with obtaining and completing forms and documents necessary for transition (transcripts, birth certificates, state identification, social security cards) and navigate challenges that having a criminal background will present (i.e., employment, housing, and transportation).
5. Serve as a Liaison between program participants, community organizations and support networks.
6. Promotes DKA and program services by engaging with community and partner agencies and judicial institutions.
7. Develop relationships and partnerships with local agencies and institutions engaged in providing community resources including basic needs (housing, food, financial) educational opportunities and financial aid.
8. Assembles client file, ensures required intake, assessment, service plan and documentation are included and organized appropriately. Participates in audits and identifies areas for improvement.

9. Attends local meetings and participates in committees engaged in developing community resources and supporting program services.
10. Speak effectively before groups, promoting DKA and program services.
11. Write reports and keep daily, weekly, and monthly documentation as required for the program
12. Provides cover and backup to other Community Outreach Specialist and Community Resource Specialist.
13. Duties as assigned.

COMPETENCIES:

1. The ability to problem solve: use reason, gathers information, and develops alternative solutions.
2. Understanding of customer relations, responds quickly and professionally to customer and employee needs, keeps commitments, listens, and asks for clarification and uses tact and patience when working with customers and co-workers.
3. Seeks for ways to enhance, promote, and improve quality of product and service.
4. Demonstrates accuracy and thoroughness. Completes tasks within acceptable timeframes.
5. Willing and able to make sound and accurate decisions.
6. Adapts to changes in work pace, environment and demands and makes necessary adjustments to account for unexpected events. Reacts in a clam manner to pressure or emergencies.
7. Follows all safety rules, regulations, and guidelines to ensure compliance with OSHA and any other workplace safety requirements.
8. Willing to work extra hours if needed to ensure optimal operations and coverage of service needs.
9. Must be able to calculate figures and amounts such as proportions, percentages, area, circumference, and volume. Able to apply concepts of basic algebra and geometry.
10. Ability to read and write English and communicate both in written form and orally in a professional manner.

MINIMUM REQUIEMNENTS:

- High School diploma and one year of experience working with people with reentry
- Must be able to manage time effectively and work independently.
- Knowledge of various computer programs.
- Good written communications skills to prepare reports and maintain case files.
- Will be required to pass background check and pre-screening drug test.
- Must be able to gain clearance under the Department of Economic Security (fingerprint and background check) within 90 days of employment.
- Must be able to successfully complete and maintain CPR and 1st Aid Certification.

PREFERRED QUALIFICATIONS:

- Associate’s or bachelor’s degree in Criminal Justice.
- Better than average knowledge of computer operations
- Experience instructing, teaching or facilitation of classes or meetings.

I have read this job description, reviewed it with my supervisor, understand and agree with all requirements and functions listed.

Employee Name- Printed

Employee Signature

Date

Supervisor Signature

Date

