



**CITY OF LONG BEACH
CLASSIFICATION SPECIFICATION**

TITLE: OUTREACH WORKER I-II

DEFINITION: Under general supervision, performs responsible outreach services in public health programs.

DISTINGUISHING CHARACTERISTICS:

Grade Level I – Performs the routine duties of the classification.
Grade Level II – Performs the more complex duties of the classification.

EXAMPLES OF DUTIES:

- Interviews clients to determine health and/or social service risk factors;
- Facilitates appointments for clients with eligibility workers;
- Tracks referrals and maintains regular contact with outreach participants to ensure necessary care;
- Answers project help-lines and provides information and referrals;
- Takes messages and/or routes telephone calls and sets appointments;
- Counsels clients regarding eligibility for public benefits;
- Completes intake forms and required documentation;
- Develops outreach materials;
- Makes individual and group presentations;
- Attends community events and fairs;
- May provide translation assistance to non-English speaking clients;
- Performs other duties as assigned.

MINIMUM REQUIREMENTS:

High School diploma or equivalent and two years experience working in outreach programs. Education may be substituted for experience on a year-for-year basis.

A valid California motor vehicle operator's license may be required.

HISTORY:

- Established: 4/1/2000