

City of San José
CLASS SPECIFICATION

Title: Youth Outreach Worker I FT/PT (8063/8064)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Parks, Recreation, and Neighborhood Services	Youth Outreach Specialist	Non-exempt

CLASS SUMMARY

Under direct supervision, provides specialized services to youth participants in disadvantaged, gang prone, or gang impacted communities and schools. Provides youth delinquency prevention and intervention, gang intervention, diversion, case management, mediation, and other outreach services. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is the entry level class in the Youth Outreach series, responsible for providing youth outreach, case management, and referral services. Positions at this level are governed by established procedures that need to be learned, are not expected to function with the same amount of knowledge or skill level as positions allocated to the Youth Outreach Worker II level, and usually exercise less independent discretion and judgement in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. As experience is gained, assignments become more varied and are performed with greater independence. This class differs from the next higher classification of Youth Outreach Worker II in that incumbents of the latter provide lead direction and staff training, and perform at a higher level in community organizing and coordinating services with other agencies.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

Completion of high school or equivalent (General Education Development [GED] Test or California Proficiency Certificate) AND one (1) year full-time equivalent experience working with at-risk youth to provide intervention, diversion, case management, or employment services and programs.

Required Licensing (such as driver's license, certifications, etc.)

- Possession of a valid State of California driver's license.
- May be required to obtain and maintain a Class B California driver's license.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise – Demonstrates considerable knowledge of and experience with applicable professional/technical principles and practices, including case management practices and techniques and strategies for dealing with and establishing relationships with at-risk youth, gang involved or gang-prone youth; knowledge of community and program services for

City of San José
CLASS SPECIFICATION

Title: Youth Outreach Worker I FT/PT (8063/8064)

youth; Citywide and departmental procedures/policies and federal and state rules and regulations.

- **Communication Skills** - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- **Computer Skills** - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- **Team Work and Interpersonal Skills** - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- **Conflict Management** - Uses appropriate interpersonal styles and methods to reduce tension or conflict between two or more people, by presenting the facts, analysis, and conclusions or solutions that show command of content and perspectives and interests of the audience.
- **Customer Service** - Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently using professional demeanor.
- **Decision Making** - Identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.
- **Initiative** - Exhibits resourceful behaviors toward meeting job objectives; anticipates problems, is proactive, and avoids difficulties by planning ahead; displays willingness to assume extra responsibility and challenges; pursues continuing education opportunities that promotes job performance.

Additional Competencies and/or Desirable Qualifications

(Competencies, knowledge, skills and abilities that are more position specific and/or likely to contribute to more successful job performance.)

- Bilingual languages (Spanish, Vietnamese, Cambodian) are desirable and in some positions required.
- **Flexibility** - Makes effective decisions and achieves desired results in the midst of major changes in responsibilities, work processes, timeframes, performance expectations, organizational culture, or work environment.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Maintains regular communication and conducts regular check-in's with school site administration; provides immediate response to probable, imminent, and incidents of school and/or community-based gang-related violence and provides appropriate intervention and mediation services/activities to diffuse and/or divert the immediate crisis.	Daily

City of San José
CLASS SPECIFICATION

Title: Youth Outreach Worker I FT/PT (8063/8064)

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
2.	Recruits potential youth participants in disadvantaged, gang prone, or gang impacted communities and schools to assist in preventing youth delinquency; and provides youth intervention, mentorship, and case management services.	Daily
3.	Assesses youth participants and determines individual and/or family needs for referral services; provides information on referral services; and enrolls participants in outreach programs or services.	Daily
4.	Provides intervention and diversion services to youth participants that may include, but not be limited to, career and education development, mentorship training and referral, gang intervention and mediation services, gang diversion, family support services, tattoo removal, street outreach, etc.	Daily
5.	Uses a case management approach to mentor youth participants, including but not limited to, determining ready to program youth, conducting weekly check-ins, developing action plans and setting goals for youth, and assisting in planning pro-social activities for youth participants; maintains case records and notes; and reviews cases with supervisor.	Daily
6.	Creates and implements Individual Service Plans (ISPs) for youth.	Daily
7.	Operates and utilizes a variety of standard office equipment, including but not limited to computers, printers, scanners, phones, calculators, fax, software programs, and accounting machines and equipment.	Daily
8.	Performs a variety of clerical tasks such as data entry and P-Card reimbursements.	Daily
9.	Interacts and develops working relationships with a variety of public and private agencies including, but not limited to, private businesses, community based organizations, non-profit organizations, other City, County, and State departments and agencies, law enforcement agencies, etc.	Weekly
10.	Performs various community outreach activities, including but not limited to canvassing neighborhoods and communities and attending community outreach events and meetings.	Intermittent
11.	Gives a variety of presentations at schools and community meetings to school staff, youth, and parents.	As Required
12.	May be assigned to work on special programs or other outreach programs.	As Required
13.	May be required to provide bilingual translation.	As Required
14.	May perform shift work.	As Required
15.	Performs other related duties as assigned.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

City of San José
CLASS SPECIFICATION

Title: Youth Outreach Worker I FT/PT (8063/8064)

Possess ability to:

- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Lift, carry, push, and pull tools, equipment, and supplies weighing on average 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Communicate in person and over the telephone;
- Maintain professional demeanor during interactions with staff, customers, and the public.

When assigned to an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Be exposed to moderate noise levels and controlled temperature conditions.

When assigned to program activities, possess ability to:

- Work in an outdoor environment with unpredictable working conditions including but not limited to exposure to loud noise levels, cold and hot temperatures, inclement weather conditions, and odors.

CLASSIFICATION HISTORY *Created 9/98, Rev. 12/17; s001*