

City of San José
CLASS SPECIFICATION

Title: Youth Outreach Worker II FT/PT (8065/8066)

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

CLASS SUMMARY

Under general supervision, provides specialized services to youth in disadvantaged, gang prone, or gang impacted communities and schools. Acts as a lead to Youth Outreach Worker I's and performs related administrative and outreach functions. 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 journey level class in the Youth Outreach series, wherein incumbents have learned the established procedures, and are responsible for performing the full range of duties within an assigned program. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Youth Outreach Specialist in that the latter supervises the former and are responsible for a major component of City-wide youth services programs. The class is distinguished from the lower class of Youth Outreach Worker I in that they are responsible for leading, organizing, and coordinating the activities of a team performing youth outreach and referral services.

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 three (3) years of full-time equivalent experience in working with at-risk youth to provide intervention, diversion, case management, or employment services and programs.

Acceptable Substitution

College coursework be substituted for up to a maximum of one (1) year of the required experience on a year-for-year basis.

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

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youth; knowledge of community and program services for youth; and 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.
- **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.

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.
- **Leadership** - Leads by example; demonstrates high ethical standards; remains visible and approachable and interacts with others on a regular basis; promotes a cooperative work environment, allowing others to learn from mistakes; provides motivational supports and direction.

DUTY NO.	<u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (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.	May act as a lead, assigning, scheduling and checking work, providing technical direction, determining priorities, and training staff. As a lead, may and may give input to the supervisor regarding hiring and discipline of employees. May collect, organize and maintain confidential program records.	Daily

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	Coordinates and conducts regular check-in's with school districts; maintains regular communication 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
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 updates referral service information in database; and enrolls participates in outreach programs or services.	Daily
4.	Assists in developing and disseminating information on programs and services; provides 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 with youth and/or families, developing action plans and setting goals for youth, and planning pro-social activities for youth participants; and maintains case records and notes.	Daily
7.	Creates, implements, and reviews Individual Services Plans (ISPs) for youth.	Daily
8.	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
9.	Performs a variety of clerical tasks such as data entry and P-Card reimbursements.	Daily
10.	Provides input on improvement in the efficiency and effectiveness of the service delivery program.	As Required
11.	Coordinates, collaborates, and facilitates effective interaction 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.	As Required
12.	Performs various community outreach activities, including but not limited to canvassing neighborhoods and communities and attending community outreach events and meetings.	As Required
13.	Assists with developing a variety of presentations; and gives a variety of presentations at schools and community meetings to school staff, youth, and parents.	As Required
14.	May be assigned to work on special programs or other outreach programs.	As Required
15.	May be required to provide bilingual translation.	As Required

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16.	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.

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*