CITY OF SALINAS

STREET OUTREACH SPECIALIST

BARGAINING UNIT/CLASS CODE:
SMEA/ 26.7005

DEFINITION

Under direction, reaches out to targeted youth populations to link them to services available in the community and mainstream institutions. Refers, recruits and retain at-risk youth to the Community Alliance for Safety and Peace Cross Functional Team by providing access to resources, prosocial role modeling, general support and encouragement. Targeted areas will include high-risk, gang impacted neighborhoods, schools, parks, bus stops and other active youth locations.

DISTINGUISHING CHARACTERISTICS

This position is a journey level position in the Community Safety Division. Incumbents are expected to be able to perform assigned duties with only occasional instruction or assistance within a relatively short period of time and work independently out in the field.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from a Community Safety Administrator. May exercise functional and technical supervision over temporary/part-time employees and volunteers.

ESSENTIAL JOB FUNCTIONS OF THE POSITION Duties may include, but are not limited to the following:

 Assist in the development of a comprehensive Community Safety Program and the Community Alliance for Safety and Peace Cross (CASP) Functional Team. Identify youth in the community that may be gang-impacted or gang-intentional youth that may be difficult to serve and/or engage through mainstream institutions. Serve as a coach and provide role models for youth. Establish continuing dialogue with young people; gain trust through advocacy; provide information and referral on peer support groups and other resources available in the community. Facilitate youth access to services. Serve as a liaison between youth and service providers, schools and/or agencies. Coordinate appropriate crisis responses to following episodes of violence in the community. Visit clients who are incarcerated and help to reconnect them to services when they are released from custody. Provide assistance to families in distress, ranging from accessing basic services to helping resolve family conflicts. Conduct gang awareness presentations in schools and community settings. Serve as a youth advocate. Report child abuse cases or violence against children. Identify dangerous and violent situations that require public safety assistance. Plan and schedule daily outings to different locations throughout the city that are high-risk, gang-impacted neighborhoods, schools, parks, bus stops and various other locations. Perform daily tasks by walking and socializing in areas without public safety protection. Publicize program. Develop and maintain contact with individuals, schools and organizations that serve youth for networking, referrals and joint program planning. Meet and work with community groups to discuss youth cases when appropriate. Maintain up to date records on program and youth data. Respond to questions from the public concerning Community Safety or related programs. May assist in training, supervising and evaluating temporary/part-time employees and volunteers. Prepare documentation and maintain records for assigned projects, and monthly statistics. May organize volunteers to assist with programs. Set up supplies and equipment for classes/community meetings or events. Clean up facilities after classes/meetings as necessary. Maintain positive communication and relationships with other city departments and outside agencies. Promote and maintain safety in the work place. Perform other related duties as assigned.

PHYSICAL AND MENTAL CHARACTERISTICS

Physical, mental and emotional stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to write, use telephone, computer, business machines and stand or walk consistently up to three to four
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STREET OUTREACH SPECIALIST (continued)

hours per day as required. Vision sufficient to detect and distinguish between different colors, read fine print and visual display terminals; hearing sufficient to conduct conversations occasionally over the noise from groups of people, in-person and using the telephone; speaking ability in an understandable voice with sufficient volume to be heard in normal conversational distance, occasionally in crowds of people and for addressing groups; physical agility to push/pull, squat, twist, turn bend stoop, and reach overhead; physical mobility sufficient to move about the work environment, walk on uneven surfaces and occasionally leap, jump, run for short distances; physical strength to lift 20 lbs. from the floor, occasionally up to 50 pounds of boxes containing equipment, paper and meeting materials; physical stamina sufficient to stand, walk and/or sit for prolonged periods of time; mental acuity to collect interpret and analyze data, reason, define problems, establish facts, draw valid conclusions, make valid judgments and decisions.

WORKING CONDITIONS

Working conditions may vary from day-to-day but will primarily occur outdoors such as parks, bus stops, youth hangouts, schools, high-risk gang areas or general public settings, with occasional need to work indoors in an office or meeting setting. Will require exposure to outdoor elements such as sun, heat, fog and rain. Please note that this job will require nontraditional working hours, including early morning, afternoons and evening work schedules as well as some late nights, holidays, and weekends.

QUALIFICATIONS

Knowledge of:

Community Safety Division rules and regulations. Community issues, gang culture and local community agencies. Principles and practices of alternative options to youth violence; planning and promoting intervention programs. Methods of networking with local community resources. Local youth trends and social media awareness. Social service programs, grass roots organizations and activities for young people and family resources. Ability to: Follow the Community Safety Division policies and procedures in reducing youth violence in the community. Exercise maturity and good judgment. Work independently, manage time effectively and prioritize daily tasks with limited supervision. Interact with a variety of different agencies, including schools, law enforcement, probation, community groups and grassroots organizations. Establish and maintain effective working relationships with a wide variety of individuals. Communicate effectively, both orally and in writing. Perform basic mathematical calculations in completing required data reports. Respond calmly and effectively to emergency situations. Work non-traditional hours. Gain the trust of targeted groups without jeopardizing the integrity of CASP goals. Classify information to be shared and information appropriate for confidentiality. Skills to: Mediate and demonstrate problem solving methods. Communicate with tact and patience. Organize and prioritize daily tasks and activities. Operation of a personal computer with proficiency using word processing and spreadsheet programs.

License or Certificate: Possession of a valid California Driver’s License.

Education and Experience:

An example of the education and experience which most likely demonstrates the knowledge, skills and abilities required to perform the duties would be any combination equivalent to thirty (30) college units from an accredited college or university with major course work in psychology, sociology, social work or closely related field and two (2) years’ experience OR high school diploma or equivalent and three (3) years of experience in performing client-directed services in one of the following areas: community outreach, social services, grassroots/community advocacy organizations or youth intervention programs.

Reviewed ___________________ Approved ___________________
Department Director Human Resources Officer

Approval Date 5-10-2016

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