

Code: 3088
Health and Welfare Service
Medical and Social Service Group
Human Relations Series

CLASS TITLE: **Outreach Worker**

CHARACTERISTICS OF THE CLASS: Under supervision, performs community outreach to provide information and assistance to senior citizens over the age of sixty living in the City of Chicago in accessing government social service benefit programs; and performs related duties as required.

ESSENTIAL DUTIES: Conducts door to door canvasses to identify low income senior citizens; interviews senior citizens to screen them for eligibility for government benefits programs; assists seniors in completing Benefit Eligibility Checklist (BEC) applications for needs benefit programs; meets with local Chicago Housing Authority advisory councils, building managers, neighborhood groups and community organizations to inform and assist them in completing BEC forms; prepares and maintains records and statistical reports on activities; conducts follow-up to ensure eligible seniors receive benefits.

MINIMUM QUALIFICATIONS:

Training and Experience. Willingness and ability to perform the duties listed above.

Knowledge, Abilities and Skill. Some knowledge of the eligibility requirements for benefits programs. Some knowledge of recordkeeping methods and procedures.

Ability to follow oral and written instructions. Ability to maintain records. Ability to work with seniors and the general public. Ability to perform door to door canvassing duties. Ability to access multilevel facilities.

Good communications skills. Good human relations skills.

Working Conditions. Exposure to inclement weather and extreme temperatures.

Equipment. Standard office equipment.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

March, 1996