CLASS TITLE: COMMUNITY OUTREACH COORDINATOR

CHARACTERISTICS OF THE CLASS

Under general supervision, coordinates and performs community outreach activities, disseminating information and ensuring the delivery of services to residents, and performs related duties as required

ESSENTIAL DUTIES

- Plans and coordinates programs in the areas of sanitation, social services, and public safety (e.g., Crisis Intervention Team) to enhance the quality of services in the City’s various communities
- Coordinates community meetings to provide information on City programs and services to promote community-oriented solutions for residents and individuals in crisis
- Receives and disseminates requests for department services, individuals in crisis and community concerns and monitors status to ensure that requests are responded to in a timely manner
- Informs department managers of community concerns and follows up to ensure that communities have their concerns addressed
- Coordinates the department's participation in special programs and events
- Organizes community members and promotes and encourages participation in City-sponsored events and programs (e.g., community block clubs and walking clubs, projects in partnership with churches and other community organizations)
- Works with other City departments to respond to services and special community requests in an efficient and timely manner
- Engages and solicits stakeholders to raise awareness of individuals in crisis and to ensure program effectiveness
- Initiates, develops, and maintains relationships with program stakeholders (e.g., City and County agencies, social service and healthcare providers, Police Officers, community members, etc.)
- Refers and connects individuals in crisis with local service providers
- Identifies sworn personnel interaction with individuals in crisis for the purposes of commendation or professional development
- Assists in the identification, development, and implementation of best practices, outreach programs, and community events that increase awareness among stakeholders
- Maintains records and prepares reports of community outreach activities
- Responds to written requests for information on departmental programs, as needed

NOTE: The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.
MINIMUM QUALIFICATIONS

**Education, Training, and Experience**
- Graduation from an accredited college or university with a Bachelor's degree in the Social Sciences or a related field plus three (3) years of community or social services experience; or an equivalent combination of education and experience

**Licensure, Certification, or Other Qualifications**
- A valid State of Illinois driver's license is required
- Must have the permanent use of an automobile that is properly insured, including a clause specifically insuring the City of Chicago from accident liability

WORKING CONDITIONS
- General office environment
- Exposure to outdoor weather conditions

EQUIPMENT
- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, laptop)

PHYSICAL REQUIREMENTS
- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

**Knowledge**
Moderate knowledge of:
- *specialty program planning, development, coordination, and evaluation*
- *social, developmental, cultural, economic, and legislative issues and trends impacting the community*
- *particular needs, issues, and concerns of specific communities or groups (e.g., racial, ethnic, religious, low income, youth)*
- City neighborhoods, community organizations, and leaders
- principles, practices, and techniques of community outreach

Some knowledge of:
- geographical locations in the City
- applicable federal, state, and local laws, regulations, and guidelines
- applicable computer software packages and applications
- principles of human behavior and socialization
- record keeping methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations
Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making*
- *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times*
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems*
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions*
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions*
- NEGOTIATION - Bring others together and trying to reconcile differences
- *PERSUASION - Persuade others to change their minds or behavior*
- *SERVICE ORIENTATION - Actively look for ways to help people*

Abilities

- *COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences*
- *SPEAK - Communicate information and ideas in speaking so others will understand*
- *COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing*
- *WRITE - Communicate information and ideas in writing so others will understand*
- *RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong*
- *REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense*

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City’s Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
September, 2019