



**Code: 3897**  
Family: Health and Human Services  
Service: Health and Welfare  
Group: Medical and Social Service  
Series: Human Service

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## **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

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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.

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City of Chicago  
Department of Human Resources  
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