



Department of Human Resources & Civil Service

Job Announcement Please Post Conspicuously

Adam J. Bello
County Executive

Andrea M. Guzzetta Zury
Director

TITLE: **COMMUNITY OUTREACH SPECIALIST**
(Provisional* Appointment)

SALARY: \$36,356 - \$49,814 annually

LOCATION: Monroe County Department of Human Services

JOB SUMMARY:

This position is responsible for conducting outreach to provide information to the community regarding available mental health, substance use, and intellectual/developmental disability services and other community resources. Duties involve serving as a liaison between individuals and community organizations to offer assistance and navigation to support community members in accessing and connecting with needed community resources while complying with the Health Insurance Portability and Accountability Act (HIPPA) and related confidentiality standards. The employee reports directly to and works under the general supervision of a Senior Community Outreach Specialist or other higher-level staff member. Does related work as required.

The Office of Community Engagement and Partnerships (OCEP) works as a resource and bridge connecting all Divisions within MCDHS and our Monroe County community. The Community Outreach Specialist will be able to demonstrate a solid understanding of department policies and be able to effectively communicate those policies to community partners and residents. The candidate for this position will be assisting community organizations and residents with information regarding MCDHS programs and services. The candidate must be comfortable in building relationships between Monroe County Department of Human Services and area community organizations to better serve the community. They will be excellent communicators and relationship-builders, and familiar with the use of social media and other online tools for community engagement. They will be organized, collaborative, and comfortable working in an unpredictable environment. Occasional work outside of normal business hours, on evenings and weekends, is expected in this role.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma, plus EITHER:

- (A) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in a social science, behavioral science, Social Work or an education or human services field; OR,
- (B) Two (2) years paid full-time or its part-time equivalent experience conducting community outreach activities, or responsible public contact work**; OR,
- (C) An equivalent combination of education and experience as defined by the limits of (A) and (B) above.

****Responsible public contact work**, for the purposes of these minimum qualifications, is defined as substantial face-to-face, or telephone communication with adults (age 12+) involving customer service, persuasion, teaching, negotiation, explaining, counseling, and similar activities. The nature of the content is such that it requires judgment on the part of the individual in dealing with or responding to another person.

SPECIAL REQUIREMENTS:

Candidates for employment with Monroe County Government will be required to pass a pre-employment drug test, along with a background investigation. Failure to meet the standards may result in disqualification.

If you are appointed, you will be required to possess a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the position.

ADDITIONAL INFORMATION:

Effective February 2023 through December 2024 Monroe County will be providing full-time employees a quarterly \$1000 retention payment.

RESIDENCY REQUIREMENT:

Applicant must be a resident of Monroe County at the time of appointment and for at least four (4) months at the time of examination.

APPLY ONLINE OR SEND CIVIL SERVICE APPLICATION TO:

MONROE COUNTY DEPARTMENT OF HUMAN SERVICES
111 WESTFALL RD. – ROOM 752B
ROCHESTER, NEW YORK 14620

Posting Date: March 8, 2023

Posting Deadline: March 31, 2023

*The term provisional means that you will be required to take the next Civil Service examination for this title, and place among the top three (3) candidates on the examination list in order to be eligible for permanent appointment.