

CALIFORNIA HUMAN DEVELOPMENT

a private, non-profit community-based human services agency with a wide range of programs and services throughout northern California for families and individuals who seek greater self-sufficiency and improved lives.

"Creating Opportunities"

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PROGRAM/DEPARTMENT: Farmworker Services	CHD is committed to implementation of an Affirmative Action Policy and the Americans with Disabilities Act in its recruitment selection and placement of all personnel.	
LOCATION: Chico	CHD is an Equal Opportunity Employer	
JOB DESCRIPTION TITLE: Intake/Outreach Worker	POSITION STATUS: Regular Full-time	FLSA STATUS: Non Exempt
SALARY: Grade 4	PROGRAM HOURS: 8:00 A.M. – 5:00 P.M.	

PROGRAM DESCRIPTION:

The Farmworker Services division provides services such as vocational training, work experience, job placement and various other programs to farm workers, at-risk youths and other disadvantaged persons in our service area.

SUMMARY:

Determine client's eligibility; refer clients to jobs, or classroom training. Counsel clients; process all intake paper work including Request for Allowance and Supportive Services forms. Make arrangements with the Directors or person in charge of our training facilities, process follow-ups, keep track of clients to make sure they are satisfied with their jobs and/or training. Create data of all enrolled participants and monitor every one and every activity properly. Answer phones and distribute office mail.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

Under the supervision of the Family Development Specialist, the Intake/Outreach Worker will perform the following duties:

- A. Recruits clients for the program by maintaining close contacts with farm worker communities in the county and with other communities that are the target of the program. This will include explaining the goals and objectives of the program to potential NFJP clients and local agencies.
- B. Interviews potential NFJP clients for the program so that basic information concerning the client can be completed through the Intake application form.
- C. Coordinates with EDD and other appropriate agencies to determine eligibility of the clients, and to complete paperwork required of all new clients in NFJP.
- D. Maintains files related to the clients in the program and the activities they are enrolled in and prepares monthly reports based on these files.
- E. Refers participants to needed social services, and coordinates with other agencies and programs so that needed supportive services are available to the participants.
- F. Coordinates with other FarmWorker Services program staff.
- G. Performs other related duties as assigned by the Family Development Specialist and/or Program Director.
- H. Other duties as assigned.

QUALIFICATIONS:

EDUCATION:

- A. High School Diploma

EXPERIENCE:

- A. The Intake/Outreach worker should have a background in working with social agencies and other job training programs.
- B. Be familiar with the community.
- C. Have a background in working with the farm worker population.
- D. MS Word and Excel necessary.
- E. Bilingual in English/Spanish.

KNOWLEDGE, SKILLS AND ABILITIES:

LANGUAGE SKILLS:

- A. Ability to read, analyze and interpret general service contracts or governmental regulations in English.
- B. Ability to communicate effectively verbally and in writing.

MATHEMATICAL SKILLS:

- A. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- B. Ability to compute rate, ratio, and percentage and to draw and interpret bar graphs.

REASONING ABILITY:

- A. Sufficient capability in cognitive reasoning to perform complex transactions with a high degree of accuracy.
- B. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- C. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- D. Ability to maintain appropriate boundaries with clients and staff, both on and off duty, as defined by agency ethical codes.
- E. Ability to use effective judgment in crisis situations.
- F. Ability to solve problems and resolve conflicts effectively.
- G. Should be one of caring and concern for other employees and clients served.
- H. Should build lasting relationships with both, giving them confidence in your skills and ability.
- I. Ability to maintain own psychological well-being.
- J. Ability to recognize and manage personal bias.

SUPERVISORY RESPONSIBILITIES: NONE

WORKING CONDITIONS:

A. PHYSICAL DEMANDS:

This position requires:

Frequently: Walking, Seeing, Hearing, and Speaking

Occasionally: Standing, Sitting

Seldom: Bend, Stooping, Pushing/Pulling, Carrying, and Reaching

B. WORK ENVIRONMENT:

The work environment is representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

CERTIFICATES/LICENSES, ETC.:

- Valid California Driver's license.
- Proof of insurance on personal automobile.
- DMV printout of driving record.

ACCEPTANCE AND CERTIFICATION:

Upon acceptance of employment with CHD, I certify that I have read and understand the essential functions of the **Intake/Outreach Worker** position as outlined above.

Employee's Signature Date

Supervisor's Signature Date