



Position Title: Outreach Specialist

Supervised By: Outreach Coordinator

Supervises: No supervisory duties

Job Classification: Nonexempt, Hourly

Purpose of the Position: The purpose of the Outreach Specialist position is to spend time with consumers. During this time, the Outreach Specialist will teach consumers life skills that improve their daily lives. This position requires passion and patience, and the person in this position should deliberate to always have the consumers' "best interest at heart." The Outreach Specialist markets programs to potential consumers, does intakes for the Independent Living (IL) or Older Independent Blind (OIB) programs, and then enrolls these potential consumers into the programs that best serve their needs.

Primary Responsibilities:

- Enters mileage, checks receipts, and completes gas logs for company vehicles
- Transport consumers to assist in adult daily living skills, as needed
- Renews annual leases for consumers, as needed
- Works directly with consumers to set and encourage SMART goals and to give information, bus passes, spending checks, and other resources, as needed
- Evaluates goals every three months and determines whether to close consumer's account
- Keeps accurate charts on consumers' experiences with FCI using CIL Suite
- Conducts in-home IL training for consumers

- Reviews paperwork with consumers for FCI
- Presents IL program at senior centers, hospitals, community centers, assisted living centers, etc.
- Visits consumers to evaluate needs

General FCI Needs

- Attends partner's meetings
- Attends and contributes to monthly staff meetings
- Helps to maintain staff's location using FCI's in/out board system
- Fulfills clerical duties as needed
- Keeps a daily log of tasks that is turned in weekly to the Assistant Director
- Cooperates with other staff
- Communicates with the IL Specialist about travel destinations

Professional Development

- Attends training and/or conferences
- Attends and contributes to staff meetings
- Checks email for action items and plans for upcoming meetings
- Ability to be cross-trained in other aspects of the business when positions are vacant or workload demands assistance
- Basic knowledge about In-take, Outreach, Closure, & Advocacy
- Other duties as assigned

Qualifications:

Required:

- High School Diploma/GED or equivalent
- Attend Thursday's weekly training for CIL Suite
- CPR
- Maintain a valid driver's license in order to drive the company car
- Mental Health First Aid

Preferred Knowledge Areas and Abilities:

- Organization, management of material resources

- Consumer focus: complex problem solving, social perceptiveness, active listening
- Education and training: idea creation, active learning
- Written communication and expression, reading comprehension
- Complex problem solving
- Active listening
- Transportation
- Visualization & memorization
- Cooperation
- Discretion and Observation
- Ability to ask "diagnostic" questions
- Initiative

Special Equipment:

- General Office Equipment (computer, copiers, phones)
- Company car
- Mileage logs
- Intake and Evaluation Forms
- Payee Visa cards
- Google Calendar
- Microsoft Word & Excel
- CIL suite
- Google Drive
- Email

Employee Value Proposition (EVP)

The work as an Outreach Specialist is rewarding because of the ability to help people. Being able to exchange positive support and encouragement with the rest of the staff makes this company a desirable place to work. The team is the core component of working in this organization.

The Outreach Specialist inhabits this mindset: "If I can find one person that day, I've done my job...[this] can change [their] lives."

The Outreach Specialist is fulfilled by making "a difference in somebody's life," meeting and interacting with people on a daily basis, and using intrinsic character qualities to help enhance others' lives.

Being passionate about the work and the people is the key to success for this position.

Disability Accommodations Statement (ADA):

It is the policy of Future Choices, Inc. to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is the company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

The company will reasonably accommodate qualified individuals with a disability so that the individual can perform the essential functions of a job unless doing so causes a direct threat to the individual, clients, or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to Future Choices, Inc.

Physical Requirements:

- Sitting
- Typing
- Travel (driving and flying)
- Ability to lift up to 10 lbs.

Environmental Conditions:

- Works in a well-lit, spacious office that is comfortable and has internal heating and air conditioning
- Sits at a desk
- The professional environment is challenging, rewarding, positive, and productive.
- Environment should be free of colognes, perfumes, or overpowering smells that can affect a person's allergies or other sensitivities

Disclaimer: The preceding job description indicates the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of an employee assigned to this job.

Future Choices, Inc. is an equal opportunity employer. Reasonable accommodations can be made for people with disabilities based upon job functions being performed. Upon termination of my employment with Future Choices, Inc., I shall return any property of Future Choices, Inc.

I understand the terms outlined herein.

Employee Signature

Date

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER