Wabash Area Development, Inc.
Position Description

JOB TITLE:	**Outreach Worker**
DEPARTMENT:	Outreach
REPORTS TO:	County Manager
GRADE LEVEL:	III
PREPARED BY:	Outreach & Agency Development Director
PREPARED DATE:	04/29/2025
APPROVED BY:	Executive Director
APPROVED DATE:	04/29/2025

SUMMARY: Responsible for interviewing constituents and completing applications at the county level for assigned programs. Responsible for ensuring that the County Manager stays informed of all local conditions, internal or external, that might in any way affect the professional image and/or operation of Wabash Area Development, Inc. Assists the County Manager in completing tasks as required by the Administrative Office.

ESSENTIAL DUTIES & RESPONSIBLITIES include the following. Other duties may be assigned.

Conduct interviews with constituents.

Secure required information and documents.

Secure additional documentation from other community sources when needed.

Provide appeals information to all applicants.

Make home visits when circumstances require applications be taken for homebound constituents.

Refer applicants to other community programs/agencies when appropriate.

Maintain confidentiality regarding applicants, staff and/or agency matters.

Answer phone, make appointments, inform constituents of items they need to bring to the appointment. Cover office as needed and directed by supervisor.

Responsible for adhering to all agency policies (both current and future), procedures and program operations.

Responsible for immediately notifying the County Manager, in writing, of problems or abuses of any agency policies, procedures or program operation.

Facilitate public relations by maintaining a positive working relationship with the target population and all other related groups and organizations within the community.

Timely and accurate submission of all documents/reports required by the Central Office.

Any other duties as assigned by Supervisor to ensure smooth program operation and/or assist with other agency sponsored programs.

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Supervisory Responsibilities: This job has no supervisory responsibilities.

Competencies: To perform this job successfully, an individual should demonstrate the following competencies:

Problem Solving – Identifies and resolves problems in a timely manner; Develops alternative solutions; Gathers and analyzes information skillfully; Uses reason even when dealing with emotional topics.
Technical skills – Pursues training and development opportunities; Strives to continuously build knowledge and skills.
Customer Service – Manages difficult or emotional constituent situations; Responds promptly to constituent needs; Solicits constituent feedback to improve service; Responds to requests for service and assistance; Meets commitments.
Interpersonal skills – Maintains confidentiality; Keeps emotions under control; Remains open to the ideas of others and tries new things; Listens to others without interrupting; Respects others' time and space.
Oral Communication – Listens and gets clarification.
Ethics – Treats people with respect; Upholds organizational values; Keeps commitments; Inspires trust of others; Works with integrity.
Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
Safety and security – Observe safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly; Determines appropriate action beyond guidelines.
Attendance/Punctuality – Is consistently at work and on time; Ensures work responsibilities are covered when absent.
Dependability – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.
Organizational support – Follows policies and procedures; Supports organization's goals and values.
Cost consciousness – Develops and implements cost-saving measures. Works within an approved budget.
Planning/Organizing – Uses time efficiently; Prioritizes work activities.
Professionalism –Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for their own actions; Follows through on commitments; Understands the dynamics of the operation of a successful business.
Design – Demonstrates attention to detail.
Written communication – Writes clearly and informatively; Presents numerical data effectively.
Teamwork – Exhibits objectivity and openness to the views of others; Contributes to building a positive team spirit; Balances team and individual responsibilities.
Quantity – Completes work in a timely manner; Always willing to help others when feasible.
Adaptability – Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required. Must have a valid Illinois driver's license.

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Education and/or Experience: High School diploma or GED. Typing and computer experience needed.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of constituents or employees of the organization.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent, and to draw and interpret graphs and charts.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills: To perform this job successfully, we prefer the individual have knowledge of Database software; Internet browsers; Inventory software; spreadsheets; Microsoft Outlook and Microsoft Word.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the functions of this job.

While performing the duties of this job, the employee is regularly required to sit; walk; use hands to finger, handle, or feel; reach with hands and arms; talk or hear and taste or smell. The employee is occasionally required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 10 lbs. and occasionally lift and/or move up to 50 lbs (50 lbs or more requires two people). Specific vision abilities required by this job require close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
The noise level in the work environment is usually moderate.

_____ _____
Staff Signature Date

_____ _____
Supervisor's Signature Date