



Community Outreach Specialist

FC: 000074
PB: N08
FLSA: Exempt

PC: 891
BU: NRep 91
Created: July 2013

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general supervision, the Community Outreach Specialist coordinates the communication efforts between District personnel, customers and community it supports. Working in partnership with other mental health stakeholders throughout the District, the Community Outreach Specialist is responsible for ensuring that potentially underserved mental health consumers entering the BART system, who come into or potentially could come into contact with law enforcement and other BART personnel, rights are upheld and are appropriately served.

CLASS CHARACTERISTICS

This classification acts as a liaison between public and private mental health communities to create greater collaboration between District law enforcement and other District personnel. The Community Outreach Specialist is distinguished from other District classifications in that it serves as a subject matter expert in the field of Clinical Social Work and supports the District through crisis intervention and services.

REPORTS TO

This position reports to the Police Chief, Department Manager and/or his/her designee.

EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1. Serves as a liaison for BART departments and outside agencies by assisting in planning, organizing and coordination of the BART Police Crisis Intervention Training (CIT) efforts.
2. Participates in local law enforcement CIT academies and BART Police Advanced Officer Training (AOT) program. Provides sensitivity training to other District personnel.

3. Responsible for acting as a liaison with law enforcement, behavior health and medical center managers on mental health related policy issues.
4. Responsible for analyzing and reporting out on outreach efforts through the use of reports and statistical data.
5. Use specialized knowledge to respond to inquiries received from the general public, government entities, police department and/or other District personnel.
6. Provides resources including but not limited to supportive services, advice and/or counseling to underserved homeless community.
7. May be required to perform other duties as assigned.

QUALIFICATIONS

Knowledge of:

Principles and techniques of working with ethnically and culturally diverse individuals with psychiatric challenges and those who may be homeless and have co-occurring or complex issues.

Operating a personal computer and applicable business software including not limited to word processing and spreadsheet creation.

Correct English usage, including spelling, grammar, and punctuation.

Skill in:

Intake assessment, counseling, case management, crisis intervention programs and substance abuse issues.

Data analysis, fiscal management, organizational and administrative application of data processing, public relations and personnel administration.

Working ability to analyze administrative and fiscal problems, prepare a variety of recommendations.

Speak effectively in public.

Plan, organize and support others.

Skill at dealing with difficult people in a customer service setting.

Remaining calm in emergency and/or uncomfortable situations.

MINIMUM QUALIFICATIONS

Education:

A Bachelor's degree in sociology, psychology or a closely related field from an accredited college or university.

Experience:

Four (4) years of (full-time equivalent) verifiable professional experience in Social Work. At least two (2) years working with a culturally diverse population.

License or Certificate:

This position requires current California registration as either an Associate Clinical Social Worker (ASW) or Licensed Clinical Social Worker (LCSW).

Licenses meeting requirement:

California registered Associate Clinical Social Worker (ASW).

California Licensed Clinical Social Worker (LCSW).

California Licensed Clinical Social Worker (ASW) or Intern-Marriage and Family Therapist (IMF).

California Licensed Marriage and Family Therapist (MFT).

Please provide your registration/license number and expiration date.

Other Requirements:

Training and public speaking experience preferred.

Must possess a valid California Driver's license and have a satisfactory driving record.

Able to work evenings and weekends as assigned.

Positions assigned to the Police Department will be required to undergo an extensive law enforcement background check.

Substitution:

Additional professional experience as outlined above may be substituted for the education on a year-for-year basis. A Bachelor's degree is preferred.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens; field environment; construction site environment; exposure to heat, cold, moving vehicles, electrical energy and inclement weather conditions.

Physical Conditions:

Requires maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.

EEOC: xx

Safety Sensitive Designation: xx

