

City of San José

**YOUTH OUTREACH SPECIALIST (FT) (8067)**  
**YOUTH OUTREACH SPECIALIST (PT0) (8068)**

**CLASS PURPOSE**

Under general supervision, performs work of moderate difficulty coordinating a major youth services component of a human services program, such as youth employment, delinquency prevention and intervention and gang intervention, diversion and mediation.

**TYPICAL DUTIES AND RESULTS** (Any one position may not include all of the duties listed, nor do the examples cover all the duties which may be performed.)

- Coordinates and directs a major component of a citywide youth services program.
- Develops and disseminates information about programs and services and publicizes them through all forms of media.
- Plans, organizes and conducts outreach, intake, enrollment, and service delivery systems.
- Determines service needs for program and staff training.
- Develops and maintains client service records and administrative record keeping systems
- Supervises and trains employees assigned to program.
- Evaluates operations, services, and training as assigned, and makes recommendations for improvement in the efficiency and effectiveness of the service delivery program.
- Assists in the development and implementation of a comprehensive training program for employees in the division.
- Establishes and maintains a working relationship with law enforcement agencies.
- May be required to provide bilingual translations, both orally and in writing.

**DISTINGUISHING CHARACTERISTICS**

This class is the highest class in the Youth Outreach series and is responsible for leading, organizing, and coordinating the services and activities of a youth services program component. It differs from the next lower class of Youth Outreach II in that incumbents of the former supervise the latter and are responsible for a major component of City-wide youth services programs. This class differs from the next higher classes of Community Services Supervisor or Recreation Supervisor in that incumbents of the latter are responsible for the supervision of a major section of the Department of Neighborhood Services.

**QUALIFICATIONS**

**Minimum Knowledge, Skills and Abilities**

- Ability to understand and follow written and oral directions.
- Ability to express oneself clearly and concisely, both orally and in writing.
- Ability to work and interact effectively with youth.
- Ability to interact effectively with a variety of public and private agencies including, but not limited to, private businesses, community based organizations, non-profit organizations, other City, County, and State, and Federal departments and agencies.
- Ability to interact effectively with various community organizations including but not limited to community or neighborhood associations, community action teams (CAT), business associations, schools groups, churches, and other segments of the community.
- Ability to interact effectively with law enforcement agencies.
- Knowledge of public, private, and community resources and program services available to youth.
- Knowledge of specific problems and issues, services needs, perspectives, and living style patterns of youth in general, high-risk youth, gang prone and/or gang involved youth.
- Ability to maintain basic client service records and prepare basic reports.

**Competency Knowledge, Skills and Abilities**

- Knowledge of techniques and strategies in working with gang-involved youth.
- Knowledge of principles and practices of supervision.
- Ability to identify and establish positive relationships with youth in general, high-risk youth, gang prone and/or gang involved youth.
- Ability to use computers for word processing and spreadsheet applications.
- Bilingual languages are desirable and in some positions required. (Spanish, Vietnamese, Cambodian)

**Education**

Completion of a Bachelor's degree in Social Services or closely related degree.

**Experience**

Two (2) years of full-time equivalent experience in working with at-risk youth to provide intervention, diversion or employment services and programs.

**Acceptable Substitutions**

Additional years of full-time equivalent experience in working with at-risk youth to provide intervention and diversion services may be substituted for the education on a year-for-year basis for up to two years. There will be no substitute for the required two (2) years of experience in working with at-risk youth to provide intervention, diversion or employment services and programs.

Licenses/Certificates

Must possess a valid California Drivers License and may be required to obtain and maintain a Class B California Drivers License.

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