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| Job Title: | Outreach Counselor | Position Code: | OUTRCOUN |
| Department/Group: | CS-Social Services | Position Type: | Exempt |
| Location: | Centers  | Travel Required: | 5% to 10% - Training Purposes |
| Level/Salary Range: | 107 | Supervisor: | No |
| HR Contact: | Human Resources Director | Date Created: | 12/17/2014 |
| Reports To: | Program Director or Social Service Manager |
|  Applications Accepted By Applying at: www.pacecenter.org  |
| Job Description  |
| Position Overview: This position is responsible for implementation of marketing plan to obtain referrals and recruit girls to the PACE Program. Provides intake services to girls that are enrolling in the PACE Program during the Research Evaluation and Pilot.Role and Responsibilities* Participate in the development of the Centers recruitment and marketing strategy.
* Implement the Center’s recruitment and marketing strategy.
* Establish and maintain relationship with Chief Probation Officer and JPO’s in the local circuit.
* Plans marketing events for girls, families and referral sources.
* Participates in internship fairs to generate interest in PACE. Serves as first contact to families and girls who are considering the PACE program.
* Network with community agencies and maintain contact with referrals sources:
* Routinely visits and develops relationships with guidance counselors and Assistant
* Principal’s in area middle and high schools to inform them of PACE as an alternative for girls who cannot or will not succeed in traditional educational environment.
* Routinely visits and develops relationships with community referral sources including local churches, law enforcement agencies, Armed Forces recruitment personnel, community service organizations, businesses, retail stores.
* Routinely visits area apartment complexes, public housing developments, parks, recreation and athletic facilities where young people congregate to recruit potential intakes.
* Participates in community fairs, festivals and parades to recruit potential girls.
* Serves as first contact to families and girls who are considering the PACE program.
* Conducts preliminary needs assessment and assesses the appropriateness of placement of the girl into the PACE program.
* Compiles documentation for intake as required by policy.
* Participates on the intake team to assess the needs of each girl.
* Promotes referral award programs which reward existing girls for new girl referrals.
* Contacts new girl admissions to provide positive support for continuous attendance.
* Establishes and maintains a waiting list. Maintains girl prospect contact database.
* Provides continuous feedback to the Supervisor and Executive Director.
* Follows evaluation protocol.
* Share responsibility for maintaining center census.
* Establishes positive relationships with outside agencies and maintain current community referral resource list.

Qualifications and Education Requirements*Required** Bachelors Degree ;Major in Social Work, Psychology, Mental Health, Counseling or a related field
* Minimum three years prior experience
* Knowledge of case management practices and excellent counseling skills and crisis management skills
* Minimum experience using personal computers and basic office equipment
* Current Florida driver’s license
* Knowledge of the local community and youth serving agencies.
* Proven networking skills.

*Other Requirements** Must adhere to Agency Values and Principles.
* Upholds the ethical standards of the Agency and 6B-1.001 Code of Ethics of the Education Profession in Florida.
* Follows policies and procedures of the Agency
* Must work evenings and weekends as required to fulfill workload requirements.
* Must be able to travel by automobile, plane, train, etc.; occasional overnight travel may be required

*Preferred** Master’s Degree in Social Work, Psychology, Mental Health, Counseling or a related field
* Knowledge of laws relating to children and families.
* Experience working with at-risk youth

*Competencies** **Compassion**-genuinely cares about people, concerned about the work and non-work problems of others, available to help, sympathetic to others, and demonstrates real empathy with the joys and pains of others.
* **Composure**-handles pressure and stress well, is not defensive or irritated during tough situations, is considered mature, does not show frustration, and is a settling influence in crisis situations
* **Creativity**-comes up with new and unique ideas, easily makes connections among previously unrelated notions, and tends to be original and value-added in brainstorming settings
* **Customer Focus**-dedicated to meeting the expectations and requirements of both internal and external customers, gets first-hand information and uses it for improvements, actions are based on customers, and establishes and maintains effective relationships with customers and gains their trust and respect
* **Integrity and Trust**-is widely trusted, seen as direct and truthful, does not misrepresent themselves for personal gain, keeps confidences, and admits mistakes
* **Listening**-practices attentive and active listening, uses patience in hearing others speak, and can accurately restate the opinions of others even if opinions differ
* **Drive for Results**-able to figure out the process for getting this accomplished, knows how to organize people and activities, understands how to separate and combine tasks for efficiency, can see opportunities for synergy and integrations, ability to simplify complex processes, and gets more out of fewer resources

**Work Environment**The work environment characteristics can be stressful, is fast-paced and requires alertness and flexibility. The noise level is usually quiet; however, noise can accelerate to moderate and high levels.  |
| Reviewed By: |  | Date: |  |
| Approved By: |  | Date: |  |
| Last Updated By: |  | Date/Time: |  |