



# Perry County Job and Family Services

## EXTERNAL POSTING

### URGENT HIRE for Outreach Resource Specialist

**Classification:** Social Services Worker I

**Department:** Social Services Unit

**Pay Range:** 27

**PCN:** 71000

**Posted:** July 26, 2022

**Working title:** Outreach Resource Specialist

**Normal working hours:** 8am – 4:30pm

**Starting Rate: Step 1** \$18.54

**Application Deadline:** Urgent Hire – Until Filled

Applications are available online at [Human Resources - Perry County Job and Family Services \(perryjfs.org\)](http://HumanResources-PerryCountyJobandFamilyServices(perryjfs.org))  
Submit completed Application, Resume, and 3 Professional References,  
via email: [PerryHR@jfs.ohio.gov](mailto:PerryHR@jfs.ohio.gov)

Perry County Job and Family Services (PCJFS) is seeking a Outreach Resource Specialist. This position would be a part of PCJFS's Social Services unit which runs Perry County OhioMeansJobs, the county's leading adult workforce development entity.

PCJFS grows prosperity and community through different strategies, including championing more investment in learning and skill development at the individual level in Perry County.

This Outreach Resource Specialist position is on the front line of our efforts to connect our residents to our services, and particularly the help we offer growing the careers and improving on the jobs Perry County residents hold. Our approach to this work is a new one for a social services agency in our region, one that turns the relationship between a customer and a case worker on its head, ideally to the benefit of our community and state.

If you want to work at defeating poverty, securing the vulnerable and empowering the disadvantaged, this can be an opportunity to put your values to work. While you will complete essential tasks required for reporting, compliance, and project deliverables, there is wide latitude within the position to make much of the work your own.

We seek candidates who possess the following competencies:

#### Empathy

- Emphasize with customers; believe in their potential without regard to their past.
- Listen effectively to individuals and communities about their experiences at work, school, training, home life and other factors influencing their relationship to our opportunities and services. Be able to accept their views while respectfully advocating for change for the better.
- Comfortable speaking with people about personal issues and engaging deeply in their personal lives.
- Able to recognize barriers (external and internal) people face in living meaningfully, and advocate effectively for new beliefs, behaviors and situations, as well as connecting customers to community resources targeted to their challenges.

Director, Cheryl Boley

212 S. Main St. • P.O. Box 311 New Lexington, Ohio 43764

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[www.perryjfs.org](http://www.perryjfs.org)



## Perry County Job and Family Services

- Teach, coach, collaborate, instruct, counsel, advise, encourage and support customers in their journeys through social service applications, school and training applications, work applications, job searches, resume building, financial aid applications, career building, and other requirements of a better livelihood.
- Become competent at accurately investigating and assessing difficult situations our customers can face, such as potential abuse and neglect, and then resolving conflict and abuse.

### Communication and Advocacy

- Able to connect features and benefits of what we offer to the needs, values and interests of potential customers.
- Have the drive and self-assurance to leave the office and proactively engage people about the services and opportunities we offer throughout the community.
- Able to present the opportunities of PCJFS effectively to a variety of audiences, from one-on-ones with people on the street to community stakeholder presentations and meetings.
- Competent with posting directly to social media about your professional activities, both technically as well as in tone and content.
- Be able to share data and information within the organization through modern business collaboration technology, including Teams and MS Outlook 365.

### Mission Alignment

- Understand and support the vision, mission, strategies and goals of the agency, and apply them steadily to the development of your work.
- Hold this value judgement and be willing to apply it: “a person lives a more prosperous and meaningful life with education, training and skill development that is linked to quality work and career”.
- Diligently attend to the job responsibilities and tasks required to deliver our services, including in workforce development, adult protective services and childcare.
- Complete the reporting and compliance requirements of the different state and federal programs we administer.
- Understand the dynamics of how our career and social services activities can achieve our intended impact on people and community.
- Embrace collaboration between leadership and other staff, and with external partners, as a key to executing programming as effectively as possible.
- Able to make use of cloud-based customer relationship apps, such as the state’s new ARIES application, for purposes of customer relationship management, compliance management and project reporting.
- Have or develop proficiency with spreadsheet use: data entry, sorting, field formatting, etc.
- Be effective at tracking and analysis of the metrics used to manage PCJFS work, such as time in field, number of contacts, conversations and leads, the quality of the contacts, conversion of leads into engagements, and most importantly, outcomes of customer engagements.

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### Goal-Oriented

- Readily and steadily shares observations with leadership and co-workers about PCJFS programming performance, advising on direction and solutions for helping individuals as well as meeting our goals and intended impact.
- Can examine the past trend of a project, project it to a goals-aligned track and understand on their own whether the project is performing as planned.
- Contribute to the PCJFS's team understanding of where and why a project or services are over- or under-performing.
- Use an iterative process to steadily improve on the effectiveness and impact of an assignment or project.

### Qualifications and requirements sought for this position:

- Hold a valid driver's license
- Able and willing to drive a larger SUV in rural and urban environments, including during winter conditions
- Carry, lift, set up an outdoor exhibition set-up
- Technical aptitude to solve tech problems in the field
- A post-secondary degree or certificate beyond a high school diploma is preferred