COMMUNITY RELATIONS SPECIALIST

GENERAL STATEMENT OF DUTIES: Serves as direct liaison between client population and the Community Development Program; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of a higher level employee in the Community Development Program, the incumbent in this class provides liaison services between the client population and the services provided by the Program. The Community Relations Specialist provides outreach services to the client population in terms of the housing, social services, job-referral aspects of the Community Development Program. The employee in this class may supervise a staff of Community Outreach Workers.

EXAMPLES OF WORK: (Illustrative Only)

Attends meetings of various community groups and individuals affected by the Community Development program;

Assists the Program Coordinator in designing programs and developing techniques to foster citizen participation in the planning process;

Responds to and makes referrals regarding information requests from the public pertaining to the Community Development Program;

Develops a community-relations-educational program for clients and the community at large, as to the benefits of the Community Development Program;

Works with the rehabilitation staff in developing communication between the professional staff and property owners and tenants in the rehabilitation areas;

Works with low and moderate income families and individuals as liaison between same and various agencies (i.e. Community Action Program, local Housing Authority, County Department of Social Services, etc.);

Direct supervision of Community Outreach Worker staff, including establishment of work programs and follow-up in the field.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the community resources within the municipality; good knowledge of interview techniques; familiarity with local social services agencies available to deal with community problems; ability to communicate with client population and program staff effectively; ability to establish and maintain effective relationships with individuals and organizations; ability to organize, plan, direct and supervise the work of others; ability to speak before groups effectively; ability to communicate clearly and concisely both orally and in writing; emotional maturity; tact; good judgment; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either (a) graduation from a standard high school course or possession of a high school equivalency diploma and five years of public service experience (Federal, State, County, municipal government) in the areas of community development, manpower, or social services; or (b) graduation from a recognized college with a Bachelor's Degree in Psychology, Sociology, Public Administration or allied field and one year of experience as stated in (a); or (c) a satisfactory equivalent combination of the foregoing training and experience.

SPECIAL REQUIREMENT: Possession of a valid operator's license appropriate to the vehicle to be operated.