



CURRENT VACANCY

JOB TITLE: COMMUNITY OUTREACH & SUPPORT SPECIALIST (PART-TIME)

DISTINGUISHING FEATURES OF THIS CLASS: This employee performs duties in community outreach, case management, and providing supportive services to Rochester community members. The work is performed in underserved neighborhoods and at the Animal Services Center to support pet guardians facing barriers in access to resources. Supervision is received from higher level Animal Services personnel. Related duties are performed as required.

TYPICAL WORK ACTIVITIES:

Conducts ongoing community outreach and provides supportive services to pet owners/animal guardians in our communities of focus to address barriers in access to resources and support companion animals staying with their families;

Engages pet owners/animal guardians and offers spay/neuter and other services for their companion animals and helps to identify and address medical, health, behavior and wellness concerns;

Coordinates spay/neuter and other veterinary appointments and transports companion animals to and from clinics. Prepares transport vehicles before and cleans/sanitizes vehicles after appointments;

Completes and submits all data collection forms, enters data in databases, and implements program measurements;

Builds relationships with community members and with other local animal organizations, social service agencies, faith organizations, community groups, community leaders, etc.

Assists in planning, organizing, promoting and implementing community events.

Conducts follow-ups and continued engagement with clients according to the program guidelines;

Assists the public with animal-related concerns applying a holistic, case management approach;

Shares information with animal owners/guardians related to companion animal care,

Conducts door-to-door visits in focus areas to provide pro-active outreach and support to pet guardians;

Attends training deemed necessary by management;

Assists in the development of new outreach and support employees and volunteers;

Contributes to routine reports and completes written and electronic forms, works within computer records management system;

Assist when possible with fundraising, community presentations and other public relations opportunities;

Displays a proper attitude conducive to good relationships with other personnel, community partners, and community members and which fosters trust;

Observes all safety rules and regulations;

Collaborates with representatives from other City departments and other agencies;

Operates a vehicle to transport animals, pick up supplies, and conduct outreach;

Maintains interior and exterior of facility for safety of employees and public as requested by supervisory personnel.

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to communicate orally and effectively present information and answer questions;
Ability to read and comprehend oral or written instructions, reports, and memoranda;
Ability to write simple reports and complete forms, both written and electronic
Ability to do basic arithmetic (addition, subtraction, multiplication, and division);
Ability to maneuver large animals into a vehicle;
Ability to work in the presence of unpleasant sights and/or odors;
Ability and willingness to handle animals in a variety of situations, such as transporting animals to and from veterinary clinics and restraining animals while others administer vaccinations, microchips, etc.;
Ability and willingness to drive a vehicle in all types of weather;
Ability to use a computer;
Ability to work effectively on a team as well as independently;
Willingness to work outdoors in all types of weather;
Willingness to work in a noisy environment;
Willingness to work different shifts and on-call hours;
Willingness to learn and practice City of Rochester and department safety policies;
Dependability.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

All entry level knowledge, skills, and abilities, **PLUS:**

Knowledge of companion animal welfare issues and sterilization;
Knowledge of New York State laws and local ordinances pertaining to animals;
Knowledge of proper methods of handling animals;
Knowledge of symptoms, causes, and care to be used with rabies and other diseases;
Knowledge of City of Rochester and Animal Services policies and procedures;
Knowledge of City of Rochester and department safety policies;
Ability to use Animal Services records management systems;
Ability to communicate with a variety of people effectively and without judgment or negativity;
Ability to work comfortably in underserved communities;
Ability to tactfully deal with challenging questions or opposing viewpoints from the public;

MINIMUM QUALIFICATIONS:

High School Diploma or GED, **PLUS:**

One (1) year of work experience (full-time or part-time equivalent), which involved community outreach, community education, community engagement, social services, social justice, or other case management or advocacy work for adult populations (such experience may include work for health facilities, government agencies, community centers, or non-profit organizations);

Or

One (1) year of work experience (full-time or part-time equivalent) which involved animal care, animal control, dog training, veterinary assistance, veterinary technology, or other work with companion animals.

SPECIAL REQUIREMENTS:

(All licenses and certificates must be maintained throughout employment with this job)

Possession of a valid New York State Class D driver's license at time of appointment.