

CITY OF CHATTANOOGA

Classification Specification Title: OFE Outreach and Navigation Coordinator

Department: Community Development

Pay Grade: GS.09

Supervision Received From: Assistant Director OFE

FLSA Status: Exempt

Supervisory Responsibility For: Navigation Clerk

Established: 1/09/26

Revision Dates: N/A

CLASSIFICATION SUMMARY:

The OFE Outreach Coordinator will be responsible for managing the client navigation and community outreach functions for the Office of Family Empowerment. Incumbents in this classification are responsible for managing a small team of navigation staff to generate applications as well as community awareness and engagement for OFE programs and services. Actively seeks new partners to grow outreach throughout Hamilton County, especially in areas with underserved populations. Collaborates and builds relationships with local service providers and other City departments. Performs data entry into OFE's client management system. Work hours may include evening or weekend events such as community resource fairs.

SERIES LEVEL: The OFE Outreach and Navigation Coordinator is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Maintains a waiting list for individuals seeking services from OFE, receives referrals from community partners, and ensures that individuals from the waiting list are contacted in a timely manner by navigation staff.

Identify the appropriate program or service for which individuals should apply based on their circumstances and eligibility criteria and provide proper application forms and instructions.

Collaborates with the Family Support Program Coordinator to ensure that applications are distributed to staff in a timely manner upon receipt.

Communicates with community partners and potential applicants to share information about programs, services, and the application process.

Attends community-based events, meetings, resource fairs, or forums to educate residents about OFE's programs and services.

Serves as the primary point of contact for outside agencies and City departments making a referral for services. Returns phone calls and emails within 1-2 business days of initial contact.

Manages ongoing partnerships and collaborations to work through barriers and recognize innovative opportunities, and provides updates and recommendations to leadership.

Interviews applicants to pre-assess eligibility for services.

Makes appropriate referrals for assistance that best meet applicant needs to partner agencies as needed.

Prepares reports as requested regarding partnership status, events attended, and overall reach.

Uses, carries, and answers their cell phone for business purposes as determined by the assigned job duties and the department head.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Associate degree in social work or a related field and two (2) years of experience in social work or human services activities; or any combination of equivalent experience and education. One (1) year of management experience is preferred.

LICENSING AND CERTIFICATIONS: None

KNOWLEDGE AND SKILLS:

Ability to read, analyze and interpret common scientific and technical journals, financial reports and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies or members of the business community. Ability to write speeches and articles for publication that conform to the prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

PHYSICAL DEMANDS:

Positions in this class typically require reaching, fingering, grasping, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.