



FY 2025-26 Classification Maintenance Studies



Acknowledgement:

Cover art courtesy of CEO Communications

FY 2025-26 CLASSIFICATION MAINTENANCE STUDIES

TABLE OF CONTENTS

| | |
|---|----------|
| RECOMMENDED ACTIONS | 1 |
| CLASSIFICATION MAINTENANCE STUDIES | 3 |
| CLASSIFICATION SPECIFICATIONS | 9 |



RECOMMENDED ACTIONS – CLASSIFICATION MAINTENANCE STUDIES

1. Effective June 26, 2026, approve new title codes, title descriptions, classification specifications, and set pay grades for Community Outreach Worker (Title Code 7126CS), Community Outreach Field Supervisor (Title Code 7127SM), and Community Outreach Program Supervisor (Title Code 7128SM).
2. Effective June 26, 2026, approve and adopt Side Letter Agreement between the County of Orange and Orange County Employees Association (OCEA) Community Services Unit, included as Attachment L.
3. Effective June 26, 2026, approve and adopt Side Letter Agreement between the County of Orange and Orange County Employees Association (OCEA) Supervisory Management Unit, included as Attachment M.
4. Effective June 26, 2026, approve and adopt revisions to the Personnel & Salary Resolution included as Attachment N.



BACKGROUND INFORMATION:

With Board approval of the current Memoranda of Understanding between the Orange County Employees Association (OCEA) and the County of Orange (County), along with a request by a County department, Human Resource Services (HRS) conducted a classification maintenance study. Included for Board consideration and approval are recommendations impacting the pay ranges, title codes, title descriptions, class specifications for the creation of the Community Outreach occupational series, and amendment to the Personnel and Salary Resolution (PSR).

The goal of the maintenance study was to update the classification specifications, review the organizational structure of the occupational series, and evaluate the current salaries in relation to comparable public employer organizations. The maintenance study ensures that the job descriptions, working conditions, and minimum qualifications are accurate, and that compensation is fair and competitive.

Maintenance Study Process

The maintenance study process involves analysis to identify the need to create, modify, or delete classifications, update, or create job duties described in classification specifications, identify necessary changes to minimum qualifications, and delineate the physical, environmental, and mental characteristics of a classification. HRS reviews comparable classification specifications from local jurisdictions and collaborates with department management, subject matter experts, and labor organizations to review and update existing classification specifications. Changes to classification specifications ensure that: the duties and levels of responsibility are current; the classification occupational series have the appropriate structure to meet departmental workload demands in an efficient manner; and minimum qualifications are at an appropriate level to attract candidates with the necessary skills, knowledge, and abilities to perform the expected duties.

The market salary study and analysis consist of identifying comparators from surrounding public agencies to determine if current salaries are consistent with market salary averages. If it is determined that the minimum salary of a proposed pay grade is below the average within the market or is below the previously advertised minimum salary for the classification, an advanced recruiting step may be requested. HRS analyzes data from previous recruitments and internal employee separation reports and reviews current staffing levels to determine if current salaries affect employee recruitment and retention.

In addition to identifying comparable salaries, comparators' current labor agreements are reviewed to identify and consider additional premium pay, allowances, and future negotiated salary adjustments offered by comparators.

Community Outreach Series

HRS and the Office of Care Coordination (OCC) identified a need to establish a dedicated classification series following the transfer of the Outreach & Engagement (O&E) program from the Health Care Agency. Upon transfer, incumbents remained classified within health-specific classifications, including Mental Health Worker II, Mental Health Specialist, HCA Program Supervisor I/II, and HCA Service Chief I/II, which were developed within the behavioral health service delivery model at the Health Care Agency.

Following a comprehensive review of the current duties and responsibilities, internal equity, and an assessment of the program's operational needs, HRS recommends the creation of a new Community Outreach occupational series. The study highlighted a need for a specialized classification series that accurately reflects the non-clinical, field-based nature of the outreach and engagement function as it operates within OCC.

The Community Outreach series will be responsible for providing direct client outreach, engagement, and service coordination in the field, connecting individuals experiencing homelessness and related vulnerable populations to available resources and services through community collaboration and multi-agency partnerships. At the supervisory levels, the series provides frontline supervision of daily field operations, staff deployment, and real-time support to outreach staff, as well as second-level oversight of regional area operations, training coordination, and escalation support to ensure effective and consistent service delivery countywide.

HRS conducted a market salary survey of comparable public agencies to evaluate compensation for classifications performing work similar to the O&E program. The following tables display a comparison of salaries from surrounding organizations for the classifications equivalent to the Community Outreach Worker (journey level) and the Community Outreach Field Supervisor (supervisory level):

ATTACHMENT K

County of Orange
 FY 2026-27 Final Budget
 June 23, 2026

| Organization | Title Description | Maximum Monthly Pay |
|---|--|---------------------|
| County of San Diego | Human Services Specialist | \$6,008 |
| Los Angeles Homeless Services Authority | Homeless Engagement Team (HET) Member | \$5,453 |
| County of Ventura | Community Services Worker | \$4,994 |
| County of Los Angeles | Community Health Worker | \$4,880 |
| | (Journey) Average Monthly Maximum | \$5,334 |

| Organization | Title Description | Maximum Monthly Pay |
|---|--|---------------------|
| County of Ventura | HS Homeless Services Supervisor | \$8,560 |
| Los Angeles Homeless Services Authority | Supervisor, Access & Engagement | \$8,223 |
| County of San Diego | Supervising Human Services Specialist | \$7,906 |
| County of Los Angeles | Community Health Worker | \$5,929 |
| | (Supervisory) Average Monthly Maximum | \$7,655 |

In addition, there were no matches identified for the HCA Service Chief I classification as the cities and counties surveyed did not have a two-level supervisory structure for their outreach series. Following a review of business needs, reporting relationships, and organizational structure of the department, it was determined that a two-level supervisory structure within the series is appropriate for the O&E program given the scale of countywide operations. The Community Outreach Field Supervisor will provide direct, frontline supervision of field staff, while the Community Outreach Program Supervisor will provide second-level oversight of regional operations, ensuring consistent service delivery across the program.

Based on external market findings and assessment of internal salaries, HRS recommends creating a new three-level classification series, including title codes, title descriptions, classification specifications, and setting pay grades, for the Community Outreach series as follows:

ATTACHMENT K

County of Orange
 FY 2026-27 Final Budget
 June 23, 2026

| Title Code | Title Description | Pay Grade & Monthly Pay Range |
|-------------------|---------------------------------------|--|
| 7126CS | Community Outreach Worker | C-21 \$4,463 - \$6,013 |
| 7127SM | Community Outreach Field Supervisor | C-34 \$6,349 - \$8,561 |
| 7128SM | Community Outreach Program Supervisor | C-38 \$7,081 - \$9,539 |

As part of this recommendation, vacant positions currently classified within Health Care Agency (HCA)-specific classifications will be transitioned to the newly established Community Outreach classification series. All Mental Health Worker II positions, both filled and vacant, will be reallocated to the Community Outreach Worker classification, as the salary range of the new classification meets or exceeds that of the current classification. Vacant Mental Health Specialist positions will also be transitioned to Community Outreach Worker. Pursuant to the Community Services Unit Side Letter Agreement, current Mental Health Specialist incumbents will retain their classification until vacating their position, at which time the position will be reallocated to the appropriate Community Outreach classification. Vacant HCA Program Supervisor I and HCA Program Supervisor II positions, which provide frontline supervision of outreach staff, will be transitioned to the Community Outreach Field Supervisor classification. This change consolidates two supervisory levels into a single classification that more accurately reflects the operational scope of the role within the Office of Care Coordination (OCC). Pursuant to the Supervisory Management Unit Side Letter Agreement, current HCA Program Supervisor II incumbents will retain their classification until vacating their position, at which time the position will be reallocated to the appropriate Community Outreach classification. Vacant HCA Service Chief I positions, which provide second-level oversight of regional outreach operations, will be transitioned to the Community Outreach Program Supervisor classification.

The following table provides a position summary reflecting the implementation of the proposed classification changes. Positions held by grandfathered incumbents will transition to the new series upon vacancy:

| Currently Budgeted | | Proposed | |
|---------------------------|--------------------------|-----------------------|---------------------------|
| Position Count | Title Description | Position Count | Title Description |
| 2 | Mental Health Worker II | 38 | Community Outreach Worker |
| 36 | Mental Health Specialist | | |

ATTACHMENT K

County of Orange
 FY 2026-27 Final Budget
 June 23, 2026

| | | | |
|-----------|---------------------------|-----------|--|
| 3 | HCA Program Supervisor I | 6 | Community Outreach Field Supervisor |
| 3 | HCA Program Supervisor II | | |
| 2 | HCA Service Chief I | 2 | Community Outreach Program Supervisor |
| 46 | Total | 46 | Total |

The implementation of the proposed classification changes is anticipated to result in an immediate fiscal impact of approximately \$43,537 in annual cost savings, as incumbents will be grandfathered in their current classifications and pay ranges. Upon vacancy, positions will be reallocated to the corresponding Community Outreach classification, which is anticipated to result in further cost savings given the lower pay ranges of the new series. All positions within the O&E unit are 100% state funded through a variety of funding sources, including Mental Health Services Act/Behavioral Health Services Act (MHSA/BHSA), CalOptima Health Grant, and the Homeless Housing Assistance and Prevention (HHAP) Program.

Personnel and Salary Resolution Amendment

HRS proposes revisions to Article 1 Section 4 of the Personnel and Salary Resolution (PSR) that organizational changes shall be governed by the County's Organizational Changes Policy (Policy No. 0300-4) as amended and approved by the Board of Supervisors.





COMMUNITY OUTREACH WORKER
Bargaining Unit: CS Community Services

Class Code:
7126CS

COUNTY OF ORANGE
Established Date: June 26, 2026

DEFINITION:

Under direct supervision, the Community Outreach Worker provides direct street outreach, engagement, and service coordination in the field to connect with and assist individuals experiencing unsheltered homelessness and related sub-populations, and to connect community members through referrals and linkages with partner organizations, community stakeholders, program resources, behavioral health services, and performs other work as required.

The Community Outreach series includes the following:

- Community Outreach Worker (7126CS)
- Community Outreach Field Supervisor (7127SM)
- Community Outreach Program Supervisor (7128SM)

CLASS CHARACTERISTICS:

This is the working level classification in the Community Outreach worker series. Incumbents perform direct field outreach and engagement services to individuals experiencing unsheltered homelessness and related vulnerable populations. Incumbents receive general supervision and exercise independent judgment in assigned outreach activities, client engagement and service coordination while following established policies and procedures.

This classification is distinguished from the Community Outreach Field Supervisor by its focus on the direct delivery of outreach and engagement services rather than the coaching and supervision of field staff. Incumbents at this level do not have supervisory responsibilities and focus instead on the direct delivery of outreach and engagement services to individuals experiencing homelessness and related vulnerable populations.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Conduct street outreach, canvassing, and community engagement activities to connect with individuals experiencing unsheltered homelessness

ATTACHMENT K

2. Provide client engagement, conduct needs assessments, and coordinate appropriate referrals and linkages to resources based on client needs
3. Respond to referral response/deployment calls, escalating complex or crisis situations to field supervisor(s), emergency services, or law enforcement as appropriate
4. Coordinate client referrals to systems such as emergency shelter programs, street medicine, Coordinated Entry System (CES), CalAIM, FIRST Point, and Regional Care Coordination; support client navigation of community resources
5. Maintain accurate documentation of street outreach contacts and service provision across data systems including HMIS, Chorus, and Compass OC, ensuring compliance with HIPAA
6. Collaborate closely with law enforcement, healthcare providers, and other service partners to enhance resource coordination and client outcomes
7. Administer basic harm reduction interventions including naloxone; identify and report safety concerns to supervisor or emergency services as appropriate
8. Support group initiatives and participate in community events to raise awareness and foster partnerships
9. Transport clients or assist with arranging transportation to appointments, services, or shelter placements as needed

MINIMUM QUALIFICATIONS:

General Knowledge of

- Outreach methods and client engagement strategies tailored to vulnerable and homeless populations
- Community resources, service systems, and support networks related to homelessness
- Homeless systems of care coordinated entry processes, or community-based service navigation
- De-escalation techniques and harm reduction principles and practices
- Techniques for conflict resolution and crisis management
- Health Insurance Portability and Accountability Act (HIPAA) regulations and confidentiality requirements

ATTACHMENT K

- Outreach service systems and client engagement strategies
- Principles of multi-agency collaboration and interagency coordination
- Data systems used in outreach and homeless services

Ability to

- Conduct field outreach and engagement effectively with complex individuals in varied and challenging environments
- Assess client needs and identify appropriate referrals, resources, and services
- Coordinate referrals across multiple service systems and support client navigation
- Maintain accurate and timely documentation in compliance with confidentiality standards
- Communicate clearly and collaborate with law enforcement, healthcare providers, and community partners
- Recognize situations requiring escalation and respond appropriately by notifying supervisory staff or emergency services
- Exercise independent judgment in the field while operating under established policies and procedures
- Establish and maintain effective working relationships with clients, staff, and community partners
- Maintain composure and exercise sound judgment in unpredictable or high-stress field situations

Education and Experience

One (1) year of experience performing outreach, client engagement, case management, or direct services in a community, social services, or human services setting, preferably with populations experiencing homelessness or housing instability.

An associate's degree or completion of 60 semester units from an accredited college or university in social work, psychology, sociology, public health, or a related human services field may substitute for the required experience.

License/Certification

Possession of a valid California Class C Driver's License

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone. Possess manual dexterity sufficient to use of hands, arms, and shoulders repetitively to operate computer keyboard, mouse and utilize office equipment. Frequent walking, standing, bending, squatting, climbing, and kneeling. Twisting and continuous upward and downward movement of the neck; bending and twisting at the waist, reaching above and below shoulder level. Ability to walk up and down uneven terrain, irregular surfaces, or hills. Occasional lifting of outreach materials and equipment up to 25 pounds. Incumbents are required to drive work vehicles.

Environmental and Working Conditions

Work is performed primarily in field settings including street outreach and fixed-site locations serving homeless populations. Incumbents may be exposed to adverse weather conditions and unpredictable client behaviors. Travel throughout assigned service areas is required. Flexible scheduling, including early mornings, evenings, and weekends, may be needed to meet client and community needs.

The position requires extensive fieldwork in diverse outdoor environments, including uneven terrain, homeless encampments, and inclement weather conditions. Work involves interaction with individuals experiencing homelessness, requiring sensitivity and adaptability.

May be required to wear safety equipment, including safety shoes and boots, safety vests, gloves, glasses and face shields.



COMMUNITY OUTREACH FIELD SUPERVISOR
Bargaining Unit: SM Supervisory Management

Class Code:
7127SM

COUNTY OF ORANGE
Established Date: June 26,
2026

DEFINITION:

Under general supervision, the Community Outreach Field Supervisor is a first line supervisory position responsible for the direct oversight of outreach and engagement staff operating in a field environment. This position is accountable for field deployment, workload management, performance oversight, training coordination, and ensuring alignment with the County's homelessness response strategies and System of Care; and performs other work as required.

The Community Outreach series includes the following:

- Community Outreach Worker (7126CS)
- Community Outreach Field Supervisor (7127SM)
- Community Outreach Program Supervisor (7128SM)

CLASS CHARACTERISTICS:

This is the first-level supervisory classification in the Community Outreach series. Incumbents provide direct day-to-day supervision and field coaching of the Community Outreach Workers within an assigned service planning area, overseeing field deployment, staff scheduling, outreach operations, documentation, and real-time operational support. Incumbents lead team deployment efforts for encampment response, critical incidents, and high-visibility community concerns in coordination with community partners and service providers, and escalate complex issues to program management as appropriate. Incumbents receive general supervision and exercise independent judgment in managing frontline field activities, responding to escalated client situations, and ensuring consistent application of outreach protocols and program standards.

This classification is distinguished from the Community Outreach Worker by its supervisory responsibility of outreach staff and accountability for daily operational outcomes within the assigned service planning area. It is distinguished from the Community Outreach Program Supervisor by its focus on frontline, direct supervision of outreach staff rather than second-level oversight of field supervisors, and by its operational scope within a single service planning area rather than across multiple areas.

EXAMPLES OF DUTIES:

ATTACHMENT K

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plan, assign, and supervise the daily field operations and outreach activities of the Community Outreach Workers within an assigned service planning area
2. Develop and coordinate outreach schedules, staff deployment plans, and coverage strategies across assigned cities, zones, and special project sites
3. Provide real-time operational guidance and problem resolution during field activities; escalate complex or critical situations to the Community Outreach Program Supervisor as appropriate
4. Lead program referral efforts; assign, approve, and clear deployment assignments; provide direct support for complex calls and critical field incidents
5. Monitor documentation quality and data integrity across systems including HMIS, Chorus, and Compass OC; ensure staff compliance with HIPAA and program documentation standards
6. Support onboarding and training of Community Outreach Workers; deliver field-based instruction on outreach protocols and program standards, identify staff development needs, and communicate findings to the Community Outreach Program Supervisor
7. Administer basic harm reduction interventions including naloxone as needed; ensure Community Outreach Workers are trained and equipped to respond to safety incidents and coordinate appropriate emergency resources
8. Conduct performance evaluations, approve timesheets, and administer corrective action for Community Outreach Workers in accordance with County policies and procedures
9. Collaborate with law enforcement, Regional Care Coordination, street medicine, and other service partners to support day-to-day client outcomes and field operations
10. Assist in preparing reports and documentation related to field operations and outreach outcomes
11. Participate in strategic planning for improved outreach practices and homelessness interventions

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of supervision, staff development, and performance management
- Outreach methods and client engagement strategies for vulnerable and homeless populations

ATTACHMENT K

- Community resources, service systems, and support networks related to homelessness
- De-escalation techniques and harm reduction principles and practices
- Techniques for conflict resolution and management of escalated field situations
- Relevant County policies, procedures, and regulations related to outreach services
- Health Insurance Portability and Accountability Act (HIPAA) regulations and confidentiality requirements
- Techniques for conflict resolution and crisis management
- Applicable federal, state, and local laws, regulations, and policies governing outreach program operations
- Data systems used in outreach services including HMIS, Chorus, and Compass OC
- Principles of interagency collaboration and multi-agency coordination
- Applicable federal, state, and local laws, regulations, and policies governing outreach program operations

Ability to

- Plan, assign, schedule, and supervise the work of Community Outreach Workers within an assigned service planning area
- Provide coaching, mentoring, and on-the-job training to field staff
- Monitor and evaluate employee performance and recommend appropriate corrective or disciplinary action
- Coordinate field operations across multiple sites and deployment zones within an assigned service planning area
- Respond effectively to escalated client situations, complex cases, and real-time field issues
- Maintain accurate records and prepare clear written reports on field operations and staff performance
- Establish and maintain effective working relationships with staff, partner agencies, law enforcement, and community organizations

ATTACHMENT K

- Communicate effectively verbally and in writing across varied and challenging situations, including interactions with field staff, individuals experiencing homelessness, law enforcement, and community partners
- Develop and sustain partnerships with community stakeholders to support program outreach goals

Education and Experience

Two (2) years of experience as a Community Outreach Worker

Or

Three (3) years of professional experience in outreach, client engagement, case management, or direct services in a community, social services, or human services setting, including at least one (1) year of supervisory or lead experience, preferably with populations experiencing homelessness or housing instability.

An associate's degree or completion of 60 semester units from an accredited college or university in social work, public administration, psychology, sociology, or a related field may substitute for one (1) year of the non-supervisory experience required experience.

License/Certification

Possession of a valid California Class C Driver's License

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone. Possess manual dexterity sufficient to use of hands, arms, and shoulders repetitively to operate computer keyboard, mouse and utilize office equipment. Frequent walking, standing, bending, and kneeling; ability to walk on uneven terrain, irregular surfaces, or hills during field visits. Twisting and continuous upward and downward movement of the neck; bending and twisting at the waist, reaching above and below shoulder level. Ability to walk up and down uneven terrain, irregular surfaces, or hills. Occasional lifting of outreach materials and equipment up to 25 pounds. Incumbents are required to drive work vehicles.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

ATTACHMENT K

The position requires daily fieldwork in diverse outdoor environments, including uneven terrain, homeless encampments, and inclement weather conditions. Work involves interaction with individuals experiencing homelessness, requiring sensitivity and adaptability. Travel between field sites and flexible scheduling, including irregular hours and emergency response availability, are essential to meet operational demands.

May be required to wear safety equipment, including safety shoes and boots, safety vests, gloves, glasses and face shields.



**COMMUNITY OUTREACH PROGRAM
SUPERVISOR**

Bargaining Unit: SM Supervisory Management

Class Code:
7128SM

COUNTY OF ORANGE

Established Date: June 26, 2026

DEFINITION:

Under general direction, the Community Outreach Program Supervisor provides second-level supervisory oversight of the Community Outreach Field Supervisors, and through them, the broader Community Outreach team across assigned service planning areas; coordinates program operations, staff development, and escalation support, monitors data systems to track outreach outcomes and ensure program consistency; and performs other work as required.

The Community Outreach series includes the following:

Community Outreach Worker (7126CS)

Community Outreach Field Supervisor (7127SM)

Community Outreach Program Supervisor (7128SM)

CLASS CHARACTERISTICS:

This position is part of the Community Outreach series and serves as the second-level supervisory classification. Incumbents provide supervisory oversight of Community Outreach Field Supervisors across assigned service planning areas, managing overall staff performance, recruitment, onboarding, training coordination, and providing escalation support for high-profile or critical field situations.

Incumbents receive general direction and exercise independent judgment in supervising through Community Outreach Field Supervisors rather than overseeing frontline outreach workers directly. They make programmatic decisions related to operations and manage escalated situations affecting multiple service planning areas.

This classification is distinguished from the Community Outreach Field Supervisor by its broader responsibility for multiple service planning areas and its second-level supervisory scope, oversight of program data, reporting, and the development of standardized operational practices. Incumbents act as the operational liaison between field supervisory staff and program administration, identifying and communicating staff and operational needs that inform program-level decisions.

EXAMPLES OF DUTIES:

ATTACHMENT K

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provide second-level supervisory oversight of Community Outreach Field Supervisors and, through them, the broader field outreach team across assigned service planning areas (e.g., Central, South, and North SPA)
2. Oversee recruitment, onboarding, and staff development for Field Supervisors; identify training needs in coordination with program leadership
3. Lead coordination of administrative and programmatic functions for high-profile or critical cases escalated from the field
4. Manage performance evaluations and timesheets for Community Outreach Field Supervisors; monitor staff compliance with program protocols
5. Facilitate staff meetings and ensure required trainings are secured, tracked, and completed across the team
6. Serve as the operational liaison between field supervisory staff and program administration, identifying and communicating staff and operational needs that inform program-level decisions
7. Monitor program performance metrics and prepare reports on field operations, staff performance, and service delivery outcomes for program administration
8. Develop and recommend program policies, procedures, and operational improvements based on field observations and escalated issues
9. Maintain collaborative relationships with law enforcement, Regional Care Coordination, street medicine, and other community partners at a program level
10. Assist in coordinating countywide outreach network activities and represent the program at interagency meetings, community collaborations, and other external forums
11. Conduct regular data quality audits, identify inconsistencies, and implement corrective action plans to improve documentation across the team
12. Develop, implement, and maintain standardized data entry protocols, workflows, and documentation guidelines for outreach staff by monitoring staff compliance with documentation timelines
13. Generate and analyze weekly, monthly, and quarterly reports in collaboration with leadership
14. Translate program data into actionable insights to inform outreach strategies, resource allocation, and program improvements

15. Train and coach field staff on proper use of databases and best practices for real-time and field-based documentation

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of supervision, staff development, and performance management
- Outreach methods and client engagement strategies for vulnerable and homeless populations
- Community resources, service systems, and support networks related to homelessness
- Health Insurance Portability and Accountability Act (HIPAA) regulations and confidentiality requirements
- De-escalation techniques and harm reduction principles and practices
- Principles of program planning, coordination, and evaluation
- Applicable federal, state, and local laws, regulations, and policies governing outreach program operations
- Principles of interagency collaboration and multi-agency coordination
- Outreach service systems and client engagement strategies

Ability to

- Plan, organize, direct, and evaluate the work of supervisory and field staff across multiple service planning areas
- Develop and implement program policies, procedures, and operational improvements
- Manage complex or escalated client and operational situations and recommend appropriate courses of action
- Prepare clear and accurate written reports, program analyses, and correspondence from various databases
- Identify training needs and coordinate staff development activities

ATTACHMENT K

- Establish and maintain effective working relationships with staff, partner agencies, law enforcement, and community organizations
- Communicate clearly, diplomatically, and persuasively with diverse stakeholders through written reports, presentations, and interpersonal engagement
- Represent the program at interagency meetings and external forums
- Analyze and interpret field data to assess program performance and communicate findings to leadership

Education and Experience

One (1) year of experience as a Community Outreach Field Supervisor.

Or

Four (4) years of progressively responsible experience in outreach, client engagement, case management, or direct services in a community, social services, or human services setting, including at least one (1) year supervising supervisory or lead staff.

An associate's degree or completion of 60 semester units from an accredited college or university in social work, psychology, sociology, public health, or a related human services field may substitute for one (1) year of the non-supervisory experience.

License/Certification

Possession of a valid California Class C Driver's License

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone. Possess manual dexterity sufficient to use of hands, arms, and shoulders repetitively to operate computer keyboard, mouse and utilize office equipment. Occasional walking, standing, bending, and kneeling; ability to walk on uneven terrain, irregular surfaces, or hills during field visits. Twisting and continuous upward and downward movement of the neck; bending and twisting at the waist, reaching above and below shoulder level. Ability to walk up and down uneven terrain, irregular surfaces, or hills. Occasional lifting of outreach materials and equipment up to 25 pounds. Incumbents may be required to drive work vehicles.

Environmental and Working Conditions

Functions effectively in both office environments and outdoor settings.

ATTACHMENT K

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

The position requires periodic field visits across assigned service planning areas for the purpose of supervisory oversight and operational support. Incumbents may be exposed to outdoor environments, including uneven terrain, homeless encampments, and inclement weather conditions. Work involves interaction with individuals experiencing homelessness, requiring sensitivity and adaptability. Travel between field sites and flexible scheduling, including irregular hours and emergency response availability, are essential to meet operational demands.

May be required to wear safety equipment, including safety shoes and boots, safety vests, gloves, glasses and face shields.





Our Community. Our Commitment.

COUNTY OF ORANGE

400 W. Civic Center Dr., 5th Floor, Santa Ana, CA 92701

Tel: 714.834.2345 | www.ocgov.com

Visit the County website at www.ocgov.com for more information about
County programs and Board meeting dates and agendas.

© Copyright 2025-2026 County of Orange. All rights reserved.