

COMMUNITY LIAISON REPRESENTATIVE

KIND OF WORK

Professional, liaison work in relating various state services to the various minority cultural populations of the state.

NATURE AND PURPOSE

An employee in this class under immediate supervision by higher level professional/administrative staff and with emphasis upon orientation and training in the programs of the agency in which employed, performs beginning level professional tasks of the agency with specific emphasis on relating the functions of that agency to the minority populations of the state. Work is reviewed through conferences, reports, and field visits. Advancement is through acceptance of more responsible assignments in the specialized class series used within the agency where employed.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Supervises minority parolees, probationers, and inmates of state institutions in adhering to their rehabilitative plans. Assists them with problems unique to their cultural heritages or to their neighborhood readjustments. Advises inmate groups designed to inform them of their cultural heritages.

Audits company records of minority businesses or businesses in minority neighborhoods to assist them with meeting legal obligations.

Performs field and office audit work in investigating minority complaints concerning insurance companies and agents.

Counsels minority clients of the Division of Vocational Rehabilitation in working to overcome their physical, emotional or mental handicaps. Works closely with minority - serving training groups and employers to develop skills and suitable placement of clients.

Conducts field and office audits of individual or business tax returns with emphasis on assistance to minority tax payers in completing their returns and the audit of businesses in minority neighborhoods.

Investigates crimes having high incidence of occurrence in minority communities or involving minorities as victims or suspects.

Encourages industrial and economic development in minority neighborhoods and by minority businessmen. Makes presentations to interested groups and individuals concerning the economic advantages and development in Minnesota.

Participates in health programs designed to improve the health of minority community residents through immunization clinics, genetic counseling, a variety of other preventative measures and general increased understanding of health problems particularly those most prevalent among minority citizens.

Promotes and develops good environmental sanitation practices in a geographical area having a high minority population. Plans and conducts educational program in environmental sanitation for area residents.

Conducts pollution control surveys and investigations in a geographical area of high minority population. Investigates citizen complaints.

Works with minority applicants in determining eligibility for unemployment compensation benefits. Explains unemployment compensation law to minority applicants and employers.

Performs professional employment service activities such as placement, order and application taking in a neighborhood service center designed to combat unemployment in an area of high minority, economically disadvantaged population.

Performs related work as required.

### KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

#### Knowledge of:

Knowledge, understanding of and sensitivity to the special problems faced by minority individuals in seeking and securing state services.

Knowledge of the specific minority community being served, its power structure, its community resources, etc.

Knowledge of the functions of and services offered by the agency in which employed.

Some knowledge of specialized subject areas where necessary for performance of entry-level professional work in some agencies.

Ability to:

Perform the entry-level professional functions of the agency in which employed following training in those functions.

Assimilate training provided by agency.

Organize assigned work.

Establish contacts with and be accepted by individuals and groups of minority cultural backgrounds.

Converse and deal with people at differing levels within an organization and within society in general in consultation and information gathering and dispensing.

Reason analytically and to organize facts when asking or answering questions.

Organize material logically for inclusion in reports or correspondence.

Keep records for personal and organizational use.

Understand and carry out fairly complex written and oral instructions and to present ideas effectively orally and in writing

Est.: 12/14/67

Rev.: 3/25/68

Checked: 9/8/72

Ckd.: 8/92

T.C.: 3/19/74

Former Title(s): Neighborhood

Advisor