

D.C. OFFICE OF THE ATTORNEY GENERAL
GOVERNMENT OF THE DISTRICT OF COLUMBIA



POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: 30-2013	POSITION: Community Outreach Specialist
POSITION GRADE & SERIES: DS-301-11	SALARY RANGE: \$ 54,633 - \$68,681 Annual *Please note this position is only Budgeted to the DS-11/9 \$68,681 Annual
TOUR OF DUTY: 8:15am – 4:45pm Monday - Friday	OPENING DATE: May 23, 2013 CLOSING DATE: June 05, 2013
AREA OF CONSIDERATION: Open to the general public	PROMOTION POTENTIAL: None
WORKSITE LOCATION: Office of the Attorney of the General/CSSD/Systems & Automation Section/First Response Unit 441 4 th Street, N.W. Washington, D.C.	NO. OF VACANCIES: Two (2)
DURATION OF APPOINTMENT: Career Service Appointment	
COLLECTIVE BARGAINING UNIT: This position is in the collective bargaining unit represented by AFSCME Local 2401 and you may be required to pay an agency service fee through direct payroll deduction.	
BRIEF DESCRIPTION OF DUTIES: This position is located in the Office of the Attorney General, Child Support Services Division, Systems and Automation Section, First Response Unit and is responsible for enhancing the well-being of children by assuring that accurate and timely financial and medical support is provided and establishing linkages between OAG/CSSD and the community to ensure responsiveness to the needs and desires of the community. Analyzes the public's support of CSSD programs and recommends those program changes which would increase public support. Coordinates a community outreach inquiry tracking system to conduct customer satisfaction surveys and community needs assessments. Establishes a network of community organizations that are mutually interested in the provision of services to enhance child support enforcement. Represents CSSD before neighborhood groups or committee meetings for the purpose of providing information on program initiatives and giving support and input to improve communications between the public and private sectors. Maintains liaison with churches, community and government organizations for the purpose of dissemination child support enforcement promotional information and materials, Coordinates planning events, programs and services to meet the community needs, including process conferences, public-education campaigns and training seminars for the public. Develops and prepares flyers, brochures, and posters which may be included in pamphlets, sports, other publications for publications for printing reproduction. Coordinates and conducts and/or participates in intra/inter-agency meetings relating to CSSD to provide input regarding child support enforcement local and federal requirements, new internal policies and procedures, community outreach efforts, etc and participates in CSSD's customer services initiatives, and, participates in any CSSD's committees relative to community outreach. Coordinates and or processes referrals to CSSD partners for services including: employment, education (GED preparation and testing), substance abuse counseling, mental health counseling, housing location and retention assistance, and or legal services.	
QUALIFICATIONS: Candidates must have at least one (1) year of Specialized Experience. Specialized Experience is experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, at least one (1) year of specialized experience must have been equivalent to at least the next lower grade level in the normal line of progression for the occupation in the organization.	

Time-in-grade Restrictions: Time in grade restrictions must be met by the closing date of this vacancy announcement.

Substitution of Education: A substitution of education for required experience will be allowed as defined in OPM's Qualification Standards. However, in order to receive credit, applicants must submit official proof of educational attainment at the time of application.

SUBMISSION OF RANKING FACTORS: The following ranking factors will be used in the evaluation process. All applicants MUST respond to the ranking factors. Please respond specifically to the ranking factor(s) by either typing directly into the free form area provided or by pasting from a text document. Please describe specific incidents of sustained achievement from your experience that show evidence of the level at which you are applying. You may refer to any experience, education, training, awards, outside activities, etc. that includes the degree to which you possess the job related knowledge, skills and abilities described in the ranking factors. The information given in response to the ranking factors should be complete and accurate to the best of your knowledge. **FAILURE TO RESPOND TO ALL RANKING FACTORS WILL ELIMINATE YOU FROM CONSIDERATION.**

Ranking Factor #1 Knowledge of e mission, functions, organization and requirements of the District and Federal governments and work processes of CSSD programs.

Ranking Factor #2: Knowledge of principles and practices of public relations and communications.

Ranking Factor #3: Skill in the use of PowerPoint, Microsoft Office, Desktop Publisher and other computer programs which assist in creating and maintaining database, extracting data for assembling reports, creating presentations and accompanying materials and developing similar products, such as brochures.

Ranking Factor #4: Ability to develop and mediate conflicting priorities and controversial issues.

Ranking Factor #5: Ability to communicate effectively both orally and in writing, on a variety of legalistic and complex issues in a persuasive and professional manner.

PRIORITY CONSIDERATION: Displaced Employee Priority Placement: Eligible's for the District of Columbia's Displaced Employee Program (DEP) and Agency Reemployment Priority Placement Program (ARPP) will be given priority consideration for this position if found qualified.

EMPLOYMENT BENEFITS: Selectee will be eligible for health and life insurance, annual (vacation) and sick leave and will be covered under the District of Columbia government's retirement plan. However, if selectee was previously employed in the District of Columbia's government under an appointment for which he/she was eligible for Civil Service Retirement (CSR), contributions to CSR will resume upon re-employment.

RESIDENCY PREFERENCE AMENDMENT ACT OF 1998: A person applying for a position in the Career Service, Education Service, Management Supervisory Service, an attorney position in the Legal Service (series 905) other than in the Senior Executive Attorney Service (SEAS), or an attorney in the Excepted Service (series 905) who is a bona fide District resident AT THE TIME OF APPLICATION for the position, may be awarded a 10-point residency preference over a non-District applications, unless the person declines the preference points. If selected, the person shall be required to present no less than 8 proofs of bona fide District residency and maintain such residency for 7 consecutive years from the effective date of the appointment. Failure to maintain bona fide District residency for the 7-year period will result in forfeiture of employment.

VETERANS PREFERENCE: Applicants claiming veteran's preference must submit official proof of the time of application.

DRUG-FREE WORKPLACE: Pursuant to the requirements of the Drug-Free Workplace Act of 1998, the individual selected to fill this position will, as a condition of employment, be required to notify his/her immediate supervisor, in writing, not later than five (5) days after conviction of or a plea of guilty to a violation of any criminal drug statute occurring in the workplace.

OTHER INFORMATION: A background investigation will be conducted.

HOW TO APPLY: : Candidates may apply in person or send a **DC 2000**, Employment Application for the District of Columbia Government to the Office of the Attorney General for the District of Columbia, Human Resources Section, Suite 1100S, located at Judiciary Square: 441 4th Street, N.W. Washington, D.C. 20001. Candidates may send applications via e-mail to: OAG.Recruitment@DC.GOV. Resumes are not considered job applications therefore a DC-2000 must be submitted to received consideration. Resumes will be accepted **in addition to**, the DC-2000. Inquiries related to employment and job applications should be directed to Doris Allen, Management Liaison Specialist (202) 724-7318. **To download Employment Application Form, DC-2000, visit our website at: www.oag.dc.gov.**

EEO STATEMENTS: The District of Columbia Government is an Equal Opportunity Employer.

EQUAL OPPORTUNITY EMPLOYER: All qualified candidates will receive consideration without regard to race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, physical handicap, or political affiliation. Notice of Non-Discrimination: In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code, Section 2-1401.01 et. seq., (Act) the District of Columbia does not discriminate on the basis of actual or perceived race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, familial status, family responsibilities, matriculation, political affiliation, disability, source of income, or place of residence or business. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

OFFICIAL JOB OFFERS ARE TO BE MADE ONLY BY THE HUMAN RESOURCES SECTION OF THE OFFICE OF THE ATTORNEY GENERAL