



JOB TITLE: COMMUNITY ENGAGEMENT AND OUTREACH SPECIALIST

PAY: \$21.00 TO \$23.00 DOE

JOB TYPE: FULL-TIME

GENERAL FUNCTION:

Reporting to the Social Services Supervisor, the Community Engagement and Outreach Specialist is a fundamental key to the clients we serve. The primary responsibility is to provide excellent customer service to all participants, whether it be in the community canvassing, at outreach events, conducting intakes, or visiting the resource center. The Associate is to assist according to availability of programs and resources. Create and maintain files for each participant and track all data for all resources provided. This role is to establish and maintain a positive relationship with the families and participants, helping to create a warm and welcoming environment for all community members and partners.

ESSENTIAL FUNCTIONS:

- High priority in providing resources and/or make referrals for necessary services.
- Complete participant initial intake and assess their needs accordingly.
- Document data of services, maintain complete and current files pertaining to visits, referrals, and needs of each participant/family.
- Complete appropriate follow-up on each case according to referrals/direct services.
- Establish and maintain personal boundaries while providing supportive services.
- Working with culturally diverse communities and families, with the ability to remain culturally sensitive and appropriate.
- Build strong relationships with clients, colleagues, community partners, and stakeholders.
- Conduct outreach activities to educate community members about services and programs provided by Chicano Federation.
- Participate in required trainings necessary per department grants.
- Maintain accurate, up-to-date records and files on all outreach and education activities conducted. Submit as required per program to Director/Supervisors.
- Maintain consistent and constant communication with direct supervisor regarding all offered programs/services.
- Daily appointment scheduling and tracking of calls.
- Demonstrate good writing, verbal, and organizational skills;
- Be a self-starter and work independently as well as with a team.
- Communicate professionally and effectively and maintain a high level of confidentiality at all times;



- Ability to maintain a flexible work schedule, including shifts on weekends and evenings.
- Fulfill other duties as assigned.

REQUIREMENTS:

- Associate or Bachelor's degree in social services or related field preferred.
- Minimum of two-year customer service and administrative experience.
- Knowledge of affordable housing programs and various social services.
- Strong interpersonal and communication skills.
- Minimum of one-year conduction community outreach and engagement.
- Bilingual English/Spanish
- Personal transportation including a valid driver's license and proof of current auto insurance.
- Ability to lift 30lbs-50lbs.

OPERATING RESPONSIBILITY:

Must interact with agency employees in a professional and respectful manner. Requires excellent communication skills to represent the agency in a professional manner out in the community and when attending events. Must present a positive attitude and work independently.

CONTACTS:

Has contact with all levels of agency employees as well as external contact including resource center partners, agency sponsors, and other community members.

WORKING CONDITIONS:

Works in an office environment. Some travel required. Occasional weekend and evenings required.