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**California Human Development**

**Job Description**

**EMPLOYEE NAME:**

**JOB TITLE:** Bilingual COVID Outreach Team Leader

**DEPARTMENT:** Community Services

**REPORTS TO:** Community Relief Services Coordinator

**FLSA STATUS:** Non-Exempt

**LOCATION:** Santa Rosa

**REVISED DATE:** 2/2/21

**Summary Description**: This position is temporary based on funding. The Bilingual COVID Outreach Team Leader is responsible coordination of outreach related to COVID-19 education and assistance. This is a fast-paced, primarily phone based lead position working with a diverse population. Duties will include such tasks as data entry, scheduling of staff and maintaining adequate coverage, use and development of call scripts, speaking with clients, coordination of COVID Outreach Team, outreach including but not limited to tabling, social media, and call center management, ability to confidently discuss COVID related topics. The manner in which these activities occur will take into account COVID-19 safety protocols and will be in-person.

**DUTIES AND RESPONSIBILITIES:**

•Lead your team to provide outreach services to disadvantaged communities including but not limited to phone banking/call center duties, social media, and tabling events.

•Schedule and organize work shifts and ensure that coverage is adequate and all shifts are covered.

•Create, maintain, and provide team members with daily scripts, instructions, and accurate up to date call lists.

•Must be able to multitask and handle multiple tasks at the same time in a busy work atmosphere and have experience and ability to motivate and lead team.

• Must display proficiency using various tech equipment and programs including but not limited to computers/laptop, headphones, telephones, printers, general office, and CRM (Constituent Relationship Manager) systems. Use of assigned communication devices to appropriately and professionally communicate with team members and other service providers.

• Ability to assign tasks to team members with assuredness and accuracy.

• Excellent phone etiquette, organizational skills, and ability to maintain client files and prepare reports. Ability to provide timely and accurate documentation according to program requirements.

• Ensure team members provide accurate information on COVID-19 services, support options, and team members are accurately able discuss programs and services.

• Work as a team lead collaboratively as part of a dynamic and diverse team, which includes clear communication, flexibility, and humility.

•. Ability to record accurate data and information from calls and conversations.

• Adhere to the Code of Conduct as well as established policies and procedures.

• Attend all mandatory trainings and meetings.

• Actively participate in the safety program and provide meaningful suggestions for working safely.

**Supervisory Responsibilities**

None

**Required Skills and Abilities**

• Bilingual English/Spanish is required.

•Excellent leadership skills and ability to manage multiple team members simultaneously.

Experience in call center coordination and leadership experience.

• Ability to work well with diverse staff and clientele including cultural, language, sexual identity, gender, and other diversity considerations.

• Ability to work successfully both independently and cooperatively.

• Ability to read and interpret documents such as call scripts, instructions, and training material.

• Ability to speak effectively both over the phone and in person.

• Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

• Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form and to accurately assign and distribute this information to the team.

• Ability to work some evenings.

**Education and/or Experience**

• High school diploma or general education degree (GED), AA/AS degree preferred.

• 1 year related leadership experience and/or training.

• Previous experience, training, and coordination of call center work desired.

• Equivalent combination of education and experience.

**Physical Requirements**

Regularly*:* Stand; Walk; Sit; Use hands to finger, handle, or feel; Reach with hands and arms; Talk or hear

Occasionally: Climb or balance; Stoop, kneel, crouch, or crawl; Lift up to 50 pounds

Vision: Must have close and distance vision

**Work Environment**

Occasionally: Wet or humid condition; Outdoor weather conditions; Extreme heat

Noise level: Moderate noise (examples: business office with computers and printers, light traffic)

*This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time. All employees are to maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers, management and stakeholders. Employment at CHD is* ***at-will****. This means employment is for an indefinite period of time and it is subject to termination by the employee or by CHD, with or without cause, with or without notice, and at any time.*

 Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Reviewed by Human Resources: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_