



California Human Development Job Description

EMPLOYEE NAME:

JOB TITLE: Community Services Outreach & Education Coordinator

DEPARTMENT/DIVISION: Community Services Division

REPORTS TO: Community Services Division Director

FLSA STATUS: Exempt

LOCATION: Lodi

REVISED DATE: 04/18/2024

Summary Description: The Community Services Outreach Coordinator will oversee the effective implementation and operation of special Community Service projects across our service area, focused on education and outreach programs including The Office of Community Partnerships and Strategic Communications (OCPSC) Trusted Messenger (TMN) Grant. The TMN Grant is a two-year grant, which encompasses community engagement and public awareness efforts including COVID-19 vaccines and climate justice, water conservation and extreme heat and mental health education and outreach efforts. This position includes both coordination and oversight of the Community Services grant programs in collaboration and coordination with all CHD divisions. This will include but not be limited to managing outreach and education events, recruitment, participant and volunteer engagement, data collection, other related paperwork, the identification of programs and opportunities and the completion of required reports.

DUTIES AND RESPONSIBILITIES:

Under the supervision of the Community Services Division Director, the Community Services Outreach & Education Coordinator will perform the following duties:

- Assess, strategize, and create or adjust activities as the Program(s) mature. Create metrics to track and show that Program(s) is/are meeting goals.
- Organize and participate in outreach events throughout CHD's 31-county service area.
- Community engagement, including participating in community meetings, resource fairs, community events, and coordinating efforts between other CHD divisions and community partners.
- Evaluate new program opportunities, assist in coordinating outreach and engagement opportunities, and direct or perform implementation and ongoing evaluation.
- Effectively coordinate Program(s) activities in accordance with contract requirements and all applicable regulations.
- Coordinate with other CHD programs to ensure that clients receive all available remedies.
- Connect staff and clients with the best resources available for their needs. Track and follow-up with clients when new resources become available or as necessary to maintain accurate data records.

- Document and track client success stories, work in collaboration with Community Impact Division to build and expand education and outreach efforts on social media platforms.
- Build Program capacity by promoting training, analyzing Program(s) results and outcomes, collaborating with other relief efforts, coordinate with other community groups and agencies.
- Represent CHD and the Farmworker Services, Affordable Housing, Day Labor and Immigration & Citizenship Divisions with external community partners and organizations.
- Supervise assigned outreach staff in accordance with CHD's policies and procedures.
- Supervise and train volunteers in accordance with CHD's policies and procedures.
- Ensure that Program activities are in accordance with contract requirements and all applicable regulations. Understand and interpret contract rules, regulations and requirements as related to program outcomes and reporting criteria. Establish goals with participants related to contract outcomes. Encourage and motivate client participation in appropriate Programs.
- Maintain appropriate client confidentiality with respect to services rendered.
- Create and maintain a client complaint system to both document and appropriately resolve client complaints.
- Assist with the translation and completion of referral documents for participants as necessary.
- Prepare and submit narrative reports on Program activities; enters and retrieves data on an automated computer system; maintains appropriate records utilizing computerized and manual databases; attend meetings and in-service training programs; may participate in special projects.
- Work evenings and/or weekends when necessary.
- Other duties as assigned.

Supervisory Responsibilities

Direct the work of employee(s) who have been assigned grant support hours. Responsible for the overall direction, training, coordination, and evaluation of these employees during assigned time to grant program. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include training employees; planning, assigning, addressing complaints, and resolving problems within the scope of assigned project support responsibilities only.

Required Skills and Abilities

- Ability to read, write, and speak Spanish.
- Ability to read, analyze, and interpret general service contracts and governmental regulations.
- Work and communicate effectively with a wide variety of individuals and groups in English and in Spanish.
- Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio and percent.
- Sufficient capability in cognitive reasoning to perform complex transactions with a high degree of accuracy.
- 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.
- Ability to maintain appropriate boundaries with clients and staff both on and off duty as defined by agency ethical codes.
- Ability to use effective judgment in crisis situations.
- Ability to solve problems and resolve conflicts effectively.
- Ability to recognize and manage personal bias.

- Effective supervisory experience.
- Knowledge of local community resources.
- Techniques for gathering information on and utilizing resources.
- Effective assessment techniques for participants.
- Knowledge of educational systems and employment opportunities for the local area.
- Familiar with barriers facing farmworkers and their dependents regarding education and employment.
- Intermediate knowledge of MS Office.
- Ability to facilitate workshops and conduct public presentations.
- Follow-through on activities and responsibilities in a prompt and punctual manner.

Education and/or Experience

- Associate degree (A.A.) from two-year college or technical school in related field, required.
- Bachelors' Degree (B.A.) in related field, highly desirable.
- Two years of program coordination/management experience.
- Equivalent combination of education and experience.
- Supervisory experience, highly desirable.

Certificates, Licenses, Registrations

- Must possess a valid California drivers' license, proof of auto insurance and be insurable under agency policy if driving a company or personal vehicle.

Physical Requirements

Regularly: Sit, manual dexterity

Occasionally: Lift up to 25 lbs., stand, walk, and reach with hands and arms

Rarely: Lift up to 50 lbs., bend, stoop, pushing/pulling, carrying, and reaching

Vision: Close vision (clear vision at 20 inches or less); Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus);

Work Environment

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: _____