



California Human Development Job Description

EMPLOYEE NAME:
JOB TITLE: Outreach, Education, and Engagement Manager
DEPARTMENT/DIVISION: Community Services
REPORTS TO: Community Services Division Director
FLSA STATUS: Exempt
LOCATION: Solano County
REVISED DATE: 03/11/2026

Summary Description:

The Outreach, Education, and Engagement Manager (OEEM) will oversee and direct the effective implementation and operation of various Education and Outreach Grants and special projects across the California Human Development (CHD) service area. This role includes supervision of the outreach component of grant programs, including outreach to underserved communities through events, recruitment of volunteers, partner engagement and other activities that promote CHD's divisions and programs. The OEEM is responsible for data collection, assisting with budgets, identifying funding opportunities, collaborating with all CHD divisions, contributing to social media campaigns, and completing required reports and documentation for reports to funders. The position is responsible for supervising two (2) outreach and engagement staff.

DUTIES AND RESPONSIBILITIES:

Under the supervision of the Community Services Division Director, the Outreach, Education, and Engagement Manager will perform the following duties:

Program Supervision and Implementation

- Leads the development and implementation of operational plans for various Education and Outreach Grants, encompassing community engagement, public awareness efforts, and specific outreach campaigns as applicable.
- Manages program activities in compliance with funding and agency requirements, adhering to contract regulations and CHD policies.
- Assesses, strategizes, and creates activities as programs mature, adjusting them as necessary, and establishing metrics to track program goals.
- Seeks continuous improvement by reviewing results and outcomes, assessing client and community needs, evaluating financial viability, customer satisfaction, and program impact.
- Evaluates and recommends funding opportunities, assisting with funding applications as needed.
- Prepares and submits narrative reports on program activities; enters and retrieves data on automated systems; maintains records using computerized and manual databases.
- Reports on engagements and services to funding sources, the Community Services Division Director.

Community Engagement and Outreach Coordination

- Engages with the community by attending meetings, resource fairs, and events, coordinating efforts between CHD divisions and community partners to ensure clients receive comprehensive support.
- Coordinates outreach activities in collaboration with all CHD divisions and programs, ensuring alignment with organizational goals and effective service delivery.
- Builds and maintains relationships with community organizations, service providers, and stakeholders to expand CHD's reach and impact.

- Identifies and develops partnership opportunities that enhance service delivery and community access to CHD programs.
- Assists with translation and completion of referral documents for participants as necessary.
- Maintains client confidentiality regarding services rendered and manages a client complaint system to document and resolve complaints appropriately.

Staff Supervision and Organizational Support

- Provides coordination support for outreach staff across all CHD divisions, ensuring consistent quality and compliance with organizational policies and procedures.
- Directs assigned outreach staff and volunteers in accordance with CHD's policies and procedures.
- Coordinates training and professional development for outreach staff agency-wide.
- Leads collaboration and information sharing between the Education, Outreach & Engagement team and other divisions
- Coordinates outreach efforts with other divisions to ensure effective communication and alignment throughout the organization.
- Attends meetings and in-service training programs; may participate in special projects.
- Performs other duties as assigned.

Supervisory Responsibilities

Leads and coordinates outreach and engagement activities, providing strategic guidance for education programs and community initiatives. Directly supervises Education & Outreach staff and program volunteers, delivering comprehensive training and ongoing support to team members implementing grant education programs and outreach efforts.

Required Skills and Abilities

- Bilingual in Spanish/English; verbal, read, and written.
- Work and communicate effectively with a wide variety of individuals and groups in English and in Spanish.
- Ability to read, analyze, and interpret general service contracts and governmental regulations.
- Ability to effectively present information to management, public groups, and/or boards of directors.
- Ability to use mathematics as required by the position.
- Ability to solve practical problems and deal with various variables in situations where limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, verbal, diagram, or schedule form.
- Ability to complete complex transactions with a high degree of accuracy.
- Ability to maintain appropriate boundaries with clients and staff both on and off duty as defined by the organization's 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.
- Knowledge of, or ability to learn, local community resources.
- Ability to utilize techniques for gathering information on and utilizing resources.
- Knowledge of 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 Microsoft Office including Outlook, Word, Excel, PowerPoint, and SharePoint.
- Ability to identify, implement, coordinate and/or facilitate workshops and conduct public presentations.
- Ability to follow-through on activities and responsibilities in a prompt and punctual manner.
- Ability to work evenings and/or weekends as necessary.
- Strong supervisory and team leadership skills.
- Ability to coordinate activities across multiple divisions and departments.

Education and/or Experience

- Bachelor's Degree (B.A.) in related field.
- Two years of program coordination/management experience.

- Equivalent combination of education and/or experience.
- Supervisory experience, highly desirable.
- Bilingual/ Bi-cultural, highly desirable.

Certificates, Licenses, Registrations

- Must possess a valid California driver's 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. All employees are to maintain a positive work atmosphere by acting and communicating in a positive and professional manner to develop and maintain strong relationships with customers, clients, colleagues, management and stakeholders. Employment at CHD is **at-will**. This means employment is for an indefinite period and is subject to termination by the employee or by CHD, with or without cause, and with or without notice.*

Employee Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____

Reviewed by Human Resources: _____ Date: _____