



Job Description

Job Title: Engagement & Outreach Specialist

Program: Community Engagement

Classification: Non-Exempt

Status: Full-Time

Reports To: Resource Center & Outreach Supervisor

Salary: \$21.00 to \$22.50 DOE

General Function:

Reporting to the Resource Center & Outreach Supervisor, the 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 Specialist 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 Responsibilities:

- 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's or Bachelor's degree in social Services or related field preferred.
- Minimum of two (2) year customer service and administrative experience.
- Minimum of one (1) year experience conducting community outreach and engagement.
- Knowledge of affordable housing programs and various social services.
- Strong interpersonal and communication skills.
- Bilingual (English and Spanish) required.
- Personal transportation including a valid driver's license and proof of current auto insurance.
- Ability to lift 30lbs to 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.

Acknowledgement

The Chicano Federation of San Diego County is an Equal Opportunity Employer. We are committed to fostering a diverse and inclusive workplace and encourage applications from all qualified individuals, regardless of race, color, religion, sex, pregnancy, national origin, ancestry, age, marital status, sexual orientation, gender identity or expression, physical or mental disability, political affiliation, or any other characteristic protected by federal, state, or local law.