**Job Description**

**Community Outreach Specialist**

**Position Title**: **Community Outreach Specialist**

**Reports To:** **Director of Operations**

**Classification**: **Non-Exempt** **Category**: **Full time**

## Summary

The Community Outreach Specialist (COS) is responsible for coordinating the Homeless Outreach Program (HOP) and all other Flood outreach engagements with members of the community, including but not limited to: individual citizens, businesses and civic groups, client advocacy groups, governmental agencies and service partner agencies.

Responsibilities

The following reflects essential functions for this job but does not restrict the tasks that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

Manage HOP/Flood Community Communications

* Coordinate annual fundraisers; Giving Tuesday, Give Big Kern, Golf Tournament
* Partner development; Local, Corporate Sponsors
* Outreach Event Coordination
* Develop and manage volunteer programs and volunteers
* Street Outreach Ride-a-longs
* Document Drafting; Year-End Letter, Donor Letters
* Grant Writing, as Needed
* Public Speaking; Churches, Businesses, Events
* Point-in-time Count Coordination
* Donations Management

HOP Performance

* Function as an integral part of the Homeless Outreach Program (HOP) team in order to provide assistance to clients as needed
* Assist HOP team members in identifying community partners and resources for client referrals
* Work closely with the HOP team to ensure that program outcomes and metrics are being met
* Accompany street outreach teams as directed

Donations, Fundraising, and Staff Support

* Provide support in the implementation and coordination of activities with outside service agencies, such as shelters, foodbanks, transportation services, etc.
* Act as liaison between Flood and donors/volunteers.
* Develop relationships in the community in order to increase donors and volunteers
* Manage and develop annual fundraisers

Team Participation and Other Duties as Assigned

* The COS is responsible for attending and participating in staff meetings and training as assigned by the supervisor
* Perform other duties as assigned by the Executive Director or Director of Operations/HOP Program Manager

Skills and Abilities

* Persons with lived experience with behavioral health challenges and homelessness that meet the qualifications are encouraged to apply.
* Ability to work independently and within a team environment and exercise mature judgment
* Excellent interpersonal skills, ability to work in a variety of settings with culturally- diverse persons and communities with the ability to be culturally sensitive and appropriate
* Strong ability to effectively resolve and cope with immediate conflict and/or crisis situations
* Maintain and execute confidential information according to HIPAA standards
* Must possess a high level of tolerance and understanding for individuals who present for services with urgent multiple case management services
* Strong written and verbal communication skills including interacting with clients and members of the community

Required Qualifications

* Bachelor’s degree in Communications, Public Relations or related fields, preferred
* Experience in public speaking
* Experience in fundraising
* One-year experience working in the area of community development, preferred
* Excellent human relation skills
* Experience in working in a culturally diverse community setting
* Bilingual in English and the Spanish language, preferred
* Sensitivity to cultural differences
* Valid driver’s license with a good driving record and insurance

## Job Demands

### Work Environment

## The employee may be in contact with individuals and families in crisis who may be ill, using alcohol and drugs, and who may not be attentive to basic personal hygiene, health and safety practices. The employee may experience a number of unpleasant sensory demands associated with the participant’s use of alcohol and drugs, and lack of personal hygiene. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations. The noise level in the work environment is usually moderate in an office setting. Sometimes work may become stressful when working under pressure.

## Physical Demands

## The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand, sit, walk, stoop, talk, hear, reach above and below shoulders; use hand and finger dexterity, keyboarding and making and receiving telephone calls. The employee may be required on occasion to lift and or carry up to 20 lbs.   Equal Employment Opportunity (EEO)

## Flood provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Flood complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.