

St. Louise Resource Services	JOB DESCRIPTION
	JOB TITLE: Community Engagement Specialist DEPARTMENT: St. Louise Resource Services CLASSIFICATION: Non-Exempt RESPONSIBLE TO: Executive Director HOURS: Full-time

SUMMARY:

The Community Engagement Specialist will lead the community outreach and engagement activities with the ultimate results of enrolling households into CalFresh programs. The Community Engagement Specialist is responsible for identifying, participating, and engaging community outreach venues targeting food and healthcare access. The Community Engagement Specialist should have knowledge and experience in successful community outreach strategy and a proven record of successful promotions. The ideal candidate is passionate about helping others towards a path of self-sufficiency, can manage multiple demands under pressure, have excellent attention to detail, and interact with excellent service with clients and internal/external stakeholders. The Community Engagement Specialist must be bilingual in English/Spanish (fluency in written and spoken) and is customer service oriented with an outgoing and friendly personality.

QUALIFICATIONS:

- Bilingual English / Spanish (fluency in written and spoken)
- Must be able to travel
- Must be able to carry up to 30 lbs.
- Ability to tolerate possible exposure to hot/cold weather when attending events
- Ability to establish and maintain effective working relationships with internal/external
- Required to work weekends and irregular hours as deemed necessary
- Valid California License, good driving record, and valid automobile insurance

EDUCATION AND EXPERIENCE:

- High School diploma
- 3-5 years of experience in community event activities, promotions and presentations
- Bachelor’s degree in marketing, or a related field, preferred

SKILLS, KNOWLEDGE, AND ABILITIES:

- Proven working experience as a promoter
- Excellent community, presentation, and leadership skills

- Proven track record of successful promotions
- Customer-oriented approach
- Outgoing and friendly personality
- Professional appearance
- Basic knowledge of Microsoft Office Pro (Word, Excel, PowerPoint)

ESSENTIAL DUTIES:

- Set up and maintain a demonstration area, such as a table, stand, or booth at various events focused on CalFresh
- Perform all event-related administration, including preparing materials, set-up, break-down, and post-event reporting
- Keep the demonstration tidy and well stocked with products, samples, and/or literature focused on CalFresh
- Stay up to date with CalFresh information
- Generate reports that outline the client's interest, such as lead cards, flyers distributed, scheduled appointments
- Employ interactive materials such as videos charts or flyers to share information about CalFresh and other social programs
- Adhere to all job responsibilities, guidelines, safety, and operational procedures while working remotely
- Perform essential eligibility screening to determine linkage to CalFresh and other government-sponsored and private programs
- Educate clients about the type of documents needed to apply for government-sponsored program.
- Coordinate and participate in outreach events and provide information about CalFresh and other government-sponsored program.
- Explain provisions of the CalFresh and other public and private assistance programs applicable to County, State, and Federal eligibility requirements
- Make preliminary assessments of an individual's social situation to determine potential problems, which would require making referrals to other agencies for services and resources to address their immediate and long-term needs
- Complete data entry into the organization's customized computer system within the established timeframe
- Follow established procedures and criteria to comply with the quality improvement plan
- Act as a liaison between individuals, providers, government agencies, and StLRS
- Answer phone calls and provide answers to client inquiries
- Other duties as assigned

St. Louise Resource Services offers competitive salary and employee benefits that include Holidays, Paid Time Off, Health Insurance, Dental, Vision and Retirement Plan if eligible. Parking is also included.

If interested in applying, please submit your resume to projectmanagement@stlrs.org