



## APPLY FOR THIS POSITION AS OUTREACH COORDINATOR!

Please send your resume to  
[jobs@handinhandkids.org](mailto:jobs@handinhandkids.org)

### Job Description

**Job Title:** Outreach Coordinator  
**Working Title:** Outreach Coordinator (FT)  
**Reports to Title:** Outreach Program Manager  
**Date:** October 2020

**FLSA Status:** Non-Exempt  
**Department:** Outreach  
**Class:** Outreach  
**Wage Range:** \$16-18

#### SUMMARY

The Outreach Coordinator under direct direction of Outreach Program Manager is responsible for day to day operations and assigned services within the Outreach program.

An Outreach Coordinator has an overarching responsibility for the following:

- Identify and build rapport with children and families living with housing and food security concerns or are at risk of these issues.
- Assist clients in assessing immediate basic needs and help access necessary social services through partner agencies.
- Build relationships with impoverished families by participating in community activities and programs as well as meeting individually with clients.
- Sustained excellence with services management and delivery, caring for families in need of vital resources.
- Relationship building and collaboration with other community agencies, business leaders and community leaders.

#### PRIMARY JOB RESPONSIBILITIES

Essential Job Duties:

- Responsible for supporting program and service(s) expansion that allows for sustained excellence and continually meets the needs of those the organization serves.
- Support the development and management of service(s) workflows, timelines and service charters are developed and frequently updated. This includes the management of services collateral (brochures, fliers, etc.)
- Continuously Advocate for the best interests of the client within the context and boundaries of the program's provisions.
- Work with community partners, businesses, churches and other service providers in the community to identify new & existing resources for children & families.
- Provide information, referrals, linkages and advocacy to assist clients in accessing services & resources.
- Respond to community requests for outreach and services.
- Ensure communication related to their assigned services is timely and proactive.
- Maintain the integrity and consistency of the programmatic structure and routines.
- Participate in the development of new or expanding existing services.
- Promote effective teamwork, cooperation, and communication among program staff and volunteers.
- Conduct needs assessment & provide supportive services in a non-judgmental manner.
- Attend collaborative meetings.



#### Essential Job Functions:

- Oversee and manage assigned services such as school mentoring, emergency food, financial assistance, etc.
- Partner with Outreach Program Manager to ensure assigned services data and metrics are up to date and meeting organizational goals and expectations.
- Documentation of client encounters within Apricot (Data/Records tracking system) for tracking and accurate and timely follow-up.
- Use of organizational standards “DAP” for documenting in Apricot.
- Transport clients as needed to appropriate services & activities.
- Maintain an awareness of the program’s physical environment and report maintenance and facility safety concerns to the appropriate personnel.
- Network with other agencies, coalitions & local community entities.
- Complete all required documentation and assigned paperwork in a timely manner.
- Responsible for performing cleaning duties as assigned.
- Actively participate in staff meetings and trainings.
- Support the Outreach Program Manager with other duties as assigned.

#### **EDUCATION AND EXPERIENCE**

- H.S. Diploma or equivalent.
- Minimum of 2-3 years of administrative coordination experience.
- 1-year of social/human services experience (preferred, not required)
- Bilingual (Preferred, Not Required)
- Ability to work within the framework of a trauma-informed care environment.

#### **Per the Department of Children, Youth & Families, the following is required:**

- Current certification in First Aid and Cardiopulmonary Resuscitation (CPR) including infants or willing to obtain certification upon hire.
- Completion of a minimum of two hours of instruction on blood borne pathogens in the past five years or willing to complete instruction upon hire.
- Must be at least 21 years of age
- Must possess a current driver license and clean driving record
- Liability automobile insurance is required.
- Must be willing to take and pass state background check.

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Working knowledge of Microsoft Office Suite (Excel, Word)
- Strong sense of discretion and professionalism.
- Organizational and time management skills.
- Experience using office equipment (printer, copier, phone systems, etc.)
- Maintains confidentiality and a strong sense of discretion and professionalism.
- Exceptional ability to develop and manage professional, productive client relationships with an emphasis on excellent customer service.
- Strong customer service/hospitality skills
- Self-starter and resourceful



- Dependability and reliability
- Detailed-oriented
- Creativity and strong problem-solving skills
- Strong written and verbal skills

**PHYSICAL DEMANDS**

To successfully perform the essential duties of this position in an 8-hour workday, an individual must be able to lift/carry up to 50 pounds occasionally. The applicant must be able to sit, stand, walk, bend, squat, kneel, crawl, climb and reach above shoulders. The applicant also must be able to perform fine motor functions as well as possess functional vision, hearing, and speech in order to communicate effectively with clients, client advocates, and staff. The applicant must have the ability to move freely about the organization, drive and support services and departments as requested, able to use a telephone and personal computer for prolonged periods of time.

*While some absences may be protected by federal, state and/or local laws, regular attendance is an essential function of the job. Reasonable accommodations may be made to assist individuals with disabilities to perform essential job functions.*

**LIMITATIONS AND DISCLAIMER**

The above job description is meant to describe the general nature and level of work performed; it is not intended as an exhaustive list of all duties, responsibilities and required skills for the position. Employees will be required to follow any other job-related instructions and to perform other duties requested by their supervisor in compliance with Federal and State laws. Requirements are representative of minimum levels of knowledge, skills and/or abilities necessary to perform each duty proficiently. Continued employment remains on an “at-will” basis.

**ACKNOWLEDGMENT**

The above job description has been reviewed with me. I understand my duties and responsibilities. I also understand that duties and responsibilities may change in order to meet the needs of the organization.

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Date**