

COMMUNITY ACTION PARTNERSHIP

JOB DESCRIPTION

TITLE: Community Engagement Liaison (CEL)

EXEMPT/NON-EXEMPT: Non-Exempt

REPORTS TO: Community Engagement Director or Community Services Manager

ISSUE DATE: 09/20

GENERAL POSITION SUMMARY:

Under supervision, the Community Engagement Liaison works to engage the entire community, building relationships that equip and inspire people to end poverty. The CEL is responsible for development, promotion and implementation of services to all the low-income residents in the county, in accordance with CAP's strategic plan. Primary activities may vary by county based upon relevant, historic work or emerging work arising from the strategic plan or as a result of community engagement and partnerships. Additional responsibilities are administrative in nature (clerical, report compilation, fiscal, filing) and may also include responsibility for maintenance of the multi-service center site.

ESSENTIAL FUNCTIONS/MAJOR RESPONSIBILITIES:

- Provide leadership and community education around the issues of poverty;
- Build relationships across race, class and age lines in the community to increase awareness about poverty issues and transform that awareness into action aimed at reducing and ending poverty;
- Network and coordinate efforts with all appropriate local service agencies and organizations focused on assisting low-income people to access services and addressing issues that hold people in poverty;
- Maintain confidential information and client files;
- File and purge client files and other pertinent documents throughout the year as needed;
- Perform data entry, create and print memos, correspondence, reports, and other documents when necessary;
- Implement Community Services Block Grant (CSBG) programs daily;
- Pick-up, deliver, sort, maintain, and distribute food bank items (based on site relevancy);
- Provide exceptional customer service to program participants, business associates, funders, all CAP staff and the community. Receive office visitors and determine nature of business; provide services and linkages as appropriate;
- Provide energy assistance to eligible households;
- Provide assistance with basic needs, financial assistance, advocacy, consumer education, and information and referral services to low-income residents of the county;
- Maintain regular and reliable attendance to insure office coverage;
- Other work duties as assigned.

SECONDARY FUNCTIONS:

- Perform a variety of office and clerical tasks as assigned.

JOB SCOPE:

The Community Engagement Liaison is responsible for engaging the entire community around issues of poverty while maintaining an office through which basic needs services, advocacy and linkages are offered.

SUPERVISORY RESPONSIBILITIES:

May be required to provide functional supervision to part seasonal staff.

INTERPERSONAL CONTACTS:

- Develop positive, productive working relationships with co-workers, volunteers and all segments of the community.
- Keep supervisor informed of issues, questions and concerns which may arise.

SPECIFIC JOB SKILLS:

- Must be able to work effectively within a team-oriented, participatory management environment;
- Must have above-average expressive, receptive and written abilities enabling effective communication between and among individuals and groups in all situations;
- Must have good conflict resolution skills;
- Must handle sensitive and confidential information appropriately;
- Must possess computer proficiency and be willing and able to learn computer skills necessary in completing job responsibilities;
- Must be able to work effectively with clients from an array of cultural, ethnic and socio-economic backgrounds on a regular basis.

MINIMUM QUALIFICATIONS:

- Combination of experience, education and training working with the public;
- Demonstrated ability to work well with low-income participants of all ages, families, business owners and public officials;
- Reliable means of transportation with adequate insurance coverage and a valid driver's license;
- Must be able to successfully complete a criminal background check.

Additional Requirements

Math Requirement

- Basic math skills and ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.

Language Requirement

- Must be able to effectively communicate verbally and in writing. Ability to read and comprehend simple instructions, short correspondence and memos.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, volunteers and other employees of the organization.

Reasoning

- Ability to solve problems of varying complexity and to access guidance and support from others when helpful or necessary.
- Understanding of and adherence to agency guidelines regarding confidentiality.

Requirements by Percentage of the Workday

Physical Requirements	0-10%	10-25%	25-50%	50-75%	75-100%
Lifting			X		
Standing			X		
Walking			X		
Running	X				
Bending/Crouching		X			
Kneeling/Crawling	X				

Lifting weight

Less than 10#			X		
10-25#		X			
25-50#	X				

Environmental Exposure

	0-10%	10-25%	25-50%	50-75%	75-100%
Hot			X		
Humid		X			
Cold	X				
Wet/Damp	X				
Machinery*	X				
Risk of burns/chemical exposure	X				
Outside elements (sun, rain, etc)	X				
Loud (above normal class level)	X				

*Machinery: Working on machinery, running machinery, exposure to vibration, spinning shafts, blades, belts, boilers, blowers etc.

This job description is not a contract for employment. The employer shall, at its discretion, modify or adjust the position and its duties to meet the agency’s changing needs. The employee is expected to do other duties as assigned, which obviously fall within the scope of this job. The Community Action Partnership is an “At Will” employer. In accordance with Federal law, CAP does not discriminate on the basis of race, color, national origin, sex, age, disability, or sexual orientation.

I have read and understand the duties and expectations of this position and commit to carrying them out to the best of my ability for as long as I hold this position with Community Action Partnership.

Employee’s signature

DATE

I have gone over this job description with this employee

Supervisor’s Signature

DATE