



Job Description
Bi-Lingual Outreach Worker- ROC Resource Center

EXEMPT: No	SALARY LEVEL: \$19.70/hour plus bilingual rate
DEPARTMENT: Healthy Communities	LOCATION: 141 Stony Circle Ste 210 Santa Rosa CA 95401
REPORTS TO: Assistant Director Financial Stability	HOURS: FT (40 hours per week)
Date: 1/25/2019	APPROVED BY: Human Resources Manager

AGENCY BACKGROUND: The mission of Community Action Partnership of Sonoma County (Community Action) is to partner with low-income families and individuals to help them to achieve economic and social stability, to build community, and to advocate for social and economic justice. Community Action operates a wide variety of programs benefiting low-income Sonoma County residents. One such program is our Disaster Relief program which operates the Rebuilding Our Community (ROC) Resource Center.

The Center serves as an entry point for fire survivors to access recovery services and as a space for community groups involved with recovery to meet and provide expert assistance. The effort grew from collaboration between Sonoma County Fire & Emergency Services Department, Sonoma County VOAD membership, California Office of Emergency Services, and the Federal Emergency Management Agency, who, based upon experience understood the resources needed to promote long-term recovery within a community after a disaster. The purpose of ROC Sonoma County is to establish and maintain a network within and on behalf of faith-based, non-profit, governmental, business and other organizations and agencies, which will provide a coordinated fire recovery effort. One identified group which experiences a higher level of barriers to services is the Latinx and Spanish-speaking population due to language and legal documentation concerns. At ROC, staff interacts with all of these individuals and continuously asks them what they need in order to fully recover from a physical, emotional and financial perspective.

SUMMARY OF POSITION:

The Bi-Lingual Outreach Worker provides outreach, communications and advocacy to vulnerable populations, focusing on the Latinx community at the ROC Resource Center. The Outreach Worker will expand the communication efforts through identified strategies in order to inform this community about the services available to them at the ROC Resource Center. The position also functions as an administrative assistant which enables the ROC Resource Center to provide evening and Saturday hours.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Duties include but are not limited to the following:

- Create and distribute information about the Resource Center to the county's Latinx population using up-to-date information platforms
- Curate and update the newly created bi-lingual website
- Use social media appropriately for outreach
- Create bi-lingual marketing materials
- Present information about the Center's resources at community events

- Provide client triage, assessment and referrals in Spanish using Disaster Case Management protocols
- Perform administrative functions as needed in order that the Center can remain open during evenings and Saturdays
- Advocate for clients who are not fluent in English
- Perform other duties as assigned.

REQUIRED QUALIFICATIONS:

- AA degree or higher or two year equivalent experience in non-profit.
- Excellent interpersonal communication skills and the ability to build strong relationships.
- Detailed oriented with strong organization and time management skills.
- Proficiency with social media platforms
- Comfortable with public speaking in English and Spanish
- Proficiency with Microsoft Office or Google Suites.
- Ability to work in fast paced, dynamic environment with minimal supervision and multiple deadlines.
- Fluent in English and Spanish, spoken and written.

IN ADDITION TO ABOVE: (Examples)

- Valid California Driver's License and a properly insured vehicle for use on the job
- Prior to beginning work, must be able to pass the background check DOJ.

REQUIRED EDUCATION AND EXPERIENCE

- An AA Degree or one to two years' experience in the?? field, or any similar combination of education and experience.

PREFERRED EDUCATION AND EXPERIENCE:

Bachelor's Degree

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. This job operates in a professional office environment. The noise level in the work environment is usually moderate.

Community Action Partnership of Sonoma County is an Equal Opportunity/Affirmative Action Employer.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is frequently required to sit; use the computer keyboard and mouse, use hands to finger, handle or feel; reach with hands and arms; and talk or hear. The employee may occasionally be required to stand, walk, stoop, crouch, and lift/move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

OTHER DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that is required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Print Name: _____

Signature: _____

Date: _____