

**WOMANHAVEN,
A CENTER FOR FAMILY SOLUTIONS**

Department: Educational	Location:
Job Title: Community Liaison	Salary Range: \$13.39/hr
Reports To:	Title:
Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Hours__40_ / week <input type="checkbox"/> Exempt Position <input checked="" type="checkbox"/> Non-Exempt Position

Center for Family Solutions Shelter Services provides services to individuals and families who have been affected by domestic violence in Imperial County CA.

Summary: The Community Liaison is responsible for increasing client volume for WomanHaven Services. The specialist will serve as a link between WomanHaven and the community by creating brand awareness and opportunities for WomanHaven through grass root and community-based efforts. Additionally, the Liaison will implement the community engagement and growth strategy to achieve the marketing and retention goals of the company and will work with the _executive team____ to execute the plan The Liaison must work as part of a team, concentrating on the delivery of high-quality services to all our customers. The position reports to executive director; the candidate must be able to work independently but also be a team player with the local offices, Operations regional leaders, and Training functional experts. The role requires a problem-solving mindset, as well as flexibility to be assigned to different territories according to the business need. The coordinator will also act as a bridge between clients and community-based public entities to ensure patients’ needs are met. The role requires an entrepreneurial, problem-solving mindset and strong communication skills.

ESSENTIAL FUNCTIONS:

- 1) Create opportunities in the community with co-sponsored forums, events and presentations to reach and educate the community on WomanHaven programs, to build awareness and enrollment into the services, as well as increase client foot traffic to the company’s local offices.
- 2) Actively lead efforts to increase client foot traffic to the company’s local offices via outreach to community organizations (including churches, health organizations, and community support groups), local businesses, schools, residential facilities and employers.
- 3) Develop & manage strategic partnerships with other industry partners or stakeholders, with the objective of informing the community and clients of services available for victims and survivors of domestic violence.
- 4) Responsible for the enhancement of WomanHaven’s image by being active and visible in the community and by working closely with other professional, civic and private organizations, such as, Chambers of Commerce, schools, residential facilities, senior centers and local employers amongst region.
- 5) Build local promotional and engagement programs that encourage clients to come seek services at our office; and execute promotional and engagement programs.
- 6) Develop and maintain outstanding relationships with referral sources within the service area and within other community agencies.
- 7) Responsible for initiating events in addition to identifying resources connected to community outreach programs that support the company’s core values.
- 8) Will maintain and report accurate daily/weekly/monthly statistical records to track all individual productivity through the implemented department systems and spreadsheets.
- 9) Responsible for meeting monthly, quarterly, and annual goals as established by management.

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- 10) Maintain professionalism and punctuality in keeping with the standards of the company.
- 11) Maintains and builds existing relationships with community leaders, business partners, community-based organizations, churches, schools, daycares, etc.
- 12) Attend all required meetings and training programs.
- 13) Lead and support agency annual events including the Domestic Violence Awareness Walk, Mariposa Gala, Teen Dating Violence Awareness, Victims of Crime Vigil.
- 14) Delivers presentations, attends meetings and distributes educational materials to both clients and the community about the company services available.
- 15) From proper screening, produce self-generated leads and appointments to support screening for all programs.
- 16) Leverage the use of technology in order to promote events and bring awareness to engage the community in Social Media activities, including but not limited to Facebook, Instagram, Twitter, Yelp, and Google.
- 17) Ensure local offices have the appropriate materials and tools on hand and in-use.
- 18) Travel to determined territories to train and guide on engagement initiatives as necessary.
- 19) Performs other tasks and duties as assigned.

OTHER RESPONSABILITIES:

1. Performed other duties as assigned.

SUPERVISORY RESPONSABILITIES:

1. Yes

INTERNAL/EXTERNAL RELATIONSHIPS:

1. Ability to build a broad working relationship with staff and clients.

PHYSICAL ACTIVITY AND ENVIROMENT REQUIREMENTS:

1. The working environment for this position is an office that is mostly clean and comfortable. It may include some minor annoyances such as noise, odors, drafts, etc. The incumbent is in a non-confined office-type setting in which he or she is free to move about at will.
2. In the course of performing this job, the incumbent typically spends time standing, Lift up to 25 pounds walking, sitting, listening/speaking, reading and writing.

EQUIPMENT OPERATIONS:

The incumbent in this position operates the following equipment:

- Telephone
- Document copiers
- Personal computer
- Facsimile
- Other standard office equipment
- Personal vehicle

EDUCATION,KNOWLEDGE,SKILLS, ABILITIES, AND EXPERIENCE

REQUIRED (R) /PREFERRED (P):

1. Bachelor's Degree in Marketing, Communications, Business or related fields preferred; exceptional experience considered in lieu of degree.(P)
2. Bilingual skills English/Spanish .(R)
3. Self-motivated, with ability to work independently and in a collaborative, cross-functional team environment.(R)
4. 2+ years related experience, strong public speaking/presentations skills, ability to work in a fast-paced, team-oriented environment with little supervision. Previous marketing, sales and/or grassroots/community outreach experience a plus.(R)
5. Experience working in a fast-paced, deadline-driven environment with ability to respond to urgent job responsibilities as they arise and flexible when priorities redirect.(R)

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6. Ability to maintain a flexible schedule to meet needs of the department.
7. Must have proficiency with Microsoft Word, Excel, Power Point and Microsoft Outlook and other computer applications including mobile platforms and tablets**(R)**
8. Ability to establish and maintain positive and effective work relationships with coworkers, clients, members, providers and customers**(R)**
9. Knowledge of and/or demonstrated commitment to ending violence **(R)**
10. Have understanding of and experience with organizing or working in communities of color in California, or another state with similar demographics **(R)**
11. Have understanding of issues surrounding social justice and violence prevention work**(R)**
12. Must also be able to provide effective training, prepare written reports, and maintain client documentation. **(R)**
13. Strong ability to multi-task and make critical decisions without a supervisor present. **(R)**
14. Positive attitude and strong empathy skills are necessary. **(R)**
15. Require a flexible work schedule including regular evening hours, occasional weekend hours and overtime. Some weekly evening hours are required.
16. Ability to operate a vehicle in a variety of weather and traffic conditions. **(R)**
17. Knowledge, experience and sensitivity in relating to issues affecting victims of domestic violence, their families and the community; commitment to victims of domestic violence issues **(P)**
18. Effective personal computer skills including word processing, spreadsheet and internet. **(R)**
19. Very effective oral and written communication skills to represent the agency/program to other agencies, government organizations and in other professional situations.
20. Organizational planning skills.**(R)**
21. Demonstrated leadership ability and effectiveness in working with employed staff and volunteers. **(R)**
22. Ability to work independently with a minimum of supervision and make mature and independent decisions. **(P)**
23. Professional appearance and ability to maintain confidentiality in all matters related to the Agency and positive communications with staff, volunteers and the community.**(R)**
24. Ability to support the mission and philosophy of WomanHaven which includes acceptance of multicultural diversity.**(R)**
25. Acts as mandated child abuse reporter.**(R)**

CERTIFICATIONS REQUIREMENTS:

Per California Evidence Code 1037.2 of the Cal-OES 40 hour training, the following applies:

1. 40 hours Domestic Violence Counselor training per California Evidence Code 1037.2 to be completed within 90 days (3 months) of employment.
2. 8 hours (of the 40 hours) must be completed prior to direct client contact.
3. 16 hours of annual continued education (CE) of which 8 hours must include Rape/Sexual Abuse/MultiCultural, Cross Cultural and MultiEthnic Diversity topics and 8 hours devoted to Domestic Violence topics.
CPR/First Aid certification required within first year of employment and kept current thereafter.

HIRING REQUIREMENTS:

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1. **Must be able to obtain background and drug test clearance.**
2. Must possess a valid California driver's license/minimum vehicle insurance required by law and maintained throughout the duration of employment. **Please note: Upon job offering a current California driver's license and a driving record acceptable to the Agency's insurance carrier is required.**
 - a. No Driver can have any of the following in the last three years:
 - i. More than 3 moving violations or 2 accidents.
 - ii. No suspension or revocation of license
 - iii. No single violation involving reckless driving, driving under the influence, racing or fleeing an officer or accident.
3. Own reliable transportation is required.

I have read the above job description and fully understand the requirement set forth there.

Employee's signature: _____

Date: _____

Employee Name: _____
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