



JOB DESCRIPTION

TITLE: Community Outreach Coordinator

Department: Community Services

Effective Date: November 22, 2024

Reports To: Executive Director

Status: Full-time, Non-Exempt

Supervises: Outreach Specialist and Volunteers

I. Job Summary:

The goal of the Community Services Program is to support the members of the underserved community and their families with services that will better their lives. The Community Outreach Coordinator's role is to provide oversight of the day-to-day operations of the program and staff. Responsibilities include participant and community relations, volunteer oversight, safety, planning community events, and helping with developing and monitoring program budgets. A prioritized responsibility is providing programmatic support services to children, low-income families/individuals living in Kalihi-Pālama, and Liliha area. This position will also be responsible for the coordination and execution of Palama Settlement's community events.

II. Essential Duties:

- A. Program Development and Administration
- Develop new events, programs, and services for children, families, and individuals in the community that provide opportunities for personal and character development, socialization, physical health, lifestyle enhancement, and strengthening the family.
 - Lead, promote, and publicize community service events and partnerships that strengthen our relations within our community and community agencies.
 - Provide input and Community Service metrics for marketing material, ensuring data is up-to-date and accurate.
 - Cultivate relationships with stakeholders, non-profit organizations, individuals, and relevant agencies that will be of resource, help, and support to the mission of Palama Settlement and Community Service objectives.
 - Collect data for reports through funding applications and ensure confidential information is maintained securely.
 - Provide direct supervision, training, mentoring, and leadership to Community Services Program staff that reflects the mission and goals of the program.
 - Assist in screening, interviewing, and selecting candidates to fill vacant positions in the Community Services department, when needed.
 - Prepare and submit monthly reports on program developments.
 - Complete various internal agency forms as needed and/or requested.
 - Assist in the preparation of the budget for the Community Services department.
 - Assist in research and writing grants and reports that will support funding for the Community Services department

- Attends monthly all-staff meetings, events, and training courses as needed and required.
- B. Outreach to the Community
- Creates and conducts regularly scheduled outreach to residents of low-income housing to update client information, assess current needs, identify areas of concern, and build trusting, professional, and ethical relationships with the residents, housing associations, and public housing administration.
 - Attend relevant community meetings; participate in relevant councils and committees to establish and maintain positive working relationships with community organizations, partnering agencies, and the public.
 - Assist in transporting clients, and program participants, picking up/distributing donations.
 - Plan, coordinate, and execute special/community events including Christmas and other events throughout the year.
 - Oversee management of food distribution. Restock the emergency food pantry, track inventory, and maintain quality control according to health and safety standards.
 - Assist other Palama Settlement programs by sharing information, flyers, and recruiting participants for other Palama Settlement activities and programs.
 - Coordinate with Hawaii Food Bank and the public housing projects to conduct food bank distribution.
- C. Mandated Reporter
- The law mandates that professionals and personnel of any public or private agency or institution, or other individuals providing social services and financial assistance are **required** to report suspected child and/or vulnerable adult abuse or neglect. As a Palama Settlement employee, you must report any suspected cases of abuse or neglect to your supervisor.
- D. Perform other duties as assigned. This could include but is not limited to, assisting other departments with activities, projects, and special events.

III. Working Conditions:

- A. Work Environment: Office environment and occasionally outdoors in all types of weather.
- B. Work Hours: Flexible, mostly Monday through Friday 8:00 am – 5:00 pm; Occasional evening or weekend events.
- C. Equipment Use:
- Computer, printer, scanner, fax, and other office equipment.
 - Agency's 15-passenger van.
- D. Mental and Physical Demands
- Must be able to deal with multiple tasks, interruptions, and deadlines.
 - Able to lift and carry up to 20 lbs. and climb stairs.
- E. Communication Demands:
- Public and staff interactions relating to culturally diverse community residents in a friendly, culturally relevant, and professional manner.
 - Proper telephone etiquette

IV. Minimum Qualification Requirements:

A. Skills/Knowledge:

- Good knowledge of community resources and social service agencies as well as the health, social problems, and attitudes of the community and population within the targeted area.
- Able to use computer applications such as spreadsheets, word processing, calendars, e-mail, and database software.
- Able to communicate effectively, both orally and in writing.
- Able to establish and follow oral and written instructions.
- Able to speak before groups effectively, emotional maturity, good judgment, tact, integrity, and tolerance of differing points of view and beliefs.
- Must be well organized and able to deal with multiple tasks, interruptions, and deadlines.
- Must have strong critical thinking, demonstrate good judgment, and sound decision-making skills.

B. Education/Experience:

- 4-year degree from an accredited college or university with major in social service or human behavior field, but equivalent work experience will be considered.
 - 4 years' experience in providing outreach, care, support, or other services to low-income families/individuals in the community or residential setting.

C. Desirable Experience

- Master's degree in human services field
- Language skills other than English, particularly those of the immigrant population in the Kalihi-Pālana community, including but not limited to Cantonese, Vietnamese, Chuukese, Marshallese, Samoan, and Tagalog.

V. Additional Requirements: (certifications, driver's license, etc. – if applicable)

A. Valid Hawaii's Driver's License

B. Current CPR/First Aid Certification (or ability to obtain certification within 6 months of hire)

C. Auto Insurance and access to an insured automobile

D. Criminal background clearance

- Hawaii Criminal Justice Data Center
- National Sex Offender Public Registry
- National Criminal History Database
- Driving Abstract