



JOB DESCRIPTION

Job Title: Community Outreach Coordinator

Department: Community Services

Reports To: Executive Director

Status: Full-time, Non-Exempt

Approved By:

Approved Date:

Job Summary

The Community Services Program aims to support underserved individuals and families by providing services and opportunities that enhance their quality of life. The Community Outreach Coordinator oversees the program's daily operations and staff, ensuring effective delivery of services and community engagement.

Key responsibilities include community relations, supervising volunteers, ensuring program safety, coordinating community events, and assisting with the development and monitoring of program budgets. A primary focus of this role is to provide programmatic support and outreach services to children and low-income families and individuals in the Kalihi-Pālama and Liliha areas.

Additionally, this position is responsible for planning, coordinating, and executing Palama Settlement's community events, fostering partnerships and engagement that strengthen the organization's connection with the community.

Essential Duties

Program Development and Administration

- Develop and implement new events, programs, and services for children, families, and individuals that promote personal growth, social connection, physical wellness, and family strengthening.
- Lead, promote, and publicize community service events and partnerships that enhance relationships within the community and with partner organizations.
- Provide accurate and updated Community Services data and metrics for marketing and reporting purposes.
- Build and maintain collaborative relationships with other nonprofits, community agencies, and individuals who support the mission and objectives of Palama Settlement.
- Collect and manage program data for reports and funding applications, ensuring all confidential information is securely maintained.
- Supervise, train, and mentor Community Services Program staff, providing leadership aligned with Palama Settlement's mission and goals.

- Prepare and submit monthly reports on program activities and developments.
- Complete internal administrative forms and documentation as required.
- Support the development and monitoring of the Community Services budget.
- Contribute to grant research, writing, and reporting to support program funding.
- Attend staff meetings, organizational events, and required trainings as assigned.

Community Outreach and Engagement

- Conduct regular outreach to residents of low-income housing to update client information, assess needs, identify concerns, and foster professional, ethical, and trusting relationships with residents and housing partners.
- Represent Palama Settlement at community meetings, councils, and committees to strengthen partnerships with local organizations and public agencies.
- Assist with transportation of clients and participants, and with the pick-up and distribution of donations as needed.
- Plan, coordinate, and execute community events, including annual celebrations such as Christmas and other special events throughout the year.
- Oversee food distribution operations, including restocking the emergency food pantry, tracking inventory, and maintaining compliance with health and safety standards.
- Collaborate with other Palama Settlement programs to share information, promote activities, and recruit participants.
- Coordinate with the Hawaii Food Bank and local housing projects to organize and manage food bank distributions.

Other Duties

- Perform other duties as assigned. This could include but is not limited to assisting other senior staff and other departments with activities, projects, and/or special events.

Mandated Reporter

As a Palama Settlement employee, you are legally required to report suspected child or vulnerable adult abuse or neglect to your supervisor, in accordance with applicable mandated reporting laws.

Working Conditions

- **Environment:** This position is primarily based in an office setting, with occasional work outdoors during special events, community programs, and food distribution activities. The role may involve exposure to various weather conditions when performing outdoor responsibilities.
- **Schedule:** This is a full-time position, typically scheduled Monday through Friday, from 8:00 a.m. to 5:00 p.m., including a one-hour unpaid lunch break. Occasional early mornings, evenings, or weekends may be required to support programs or events.
- **Location:** The position is based at Palama Settlement, with some off-site duties as needed.

- Travel: Occasional local travel may be required for meetings, trainings, or community events.

Competencies

- Problem Solving: Identifies and resolves issues effectively.
- Technical Skills: Expands technical knowledge and shares expertise.
- Customer Service & Interpersonal Skills: Responds promptly and professionally.
- Communication: Strong written and verbal skills; adapts to various audiences.
- Teamwork: Fosters collaboration and supports team objectives.
- Leadership & Vision: Builds trust and motivates others.
- Change & Strategic Thinking: Embraces change and aligns with strategic goals.
- Quality & Cost Management: Prioritizes accuracy and resource efficiency.
- Ethics & Diversity: Maintains integrity and promotes inclusivity.
- Planning & Organization: Sets priorities and achieves goals efficiently.
- Initiative & Innovation: Actively pursues improvements and creative solutions.

Qualifications

- Bachelor's degree in Social Work, Human Services, Community Development, Education, or a related field; equivalent combination of education and relevant experience may be considered.
- Minimum of two (2) years of experience in community outreach, program coordination, social services, or a related area.
- Experience working with diverse and underserved populations, particularly in community-based or nonprofit settings.
- Supervisory or team leadership experience preferred.
- Experience in event planning, volunteer coordination, or partnership development is highly desirable.

Physical Demands

- Regular: Sitting, talking, hearing, using hands, walking up and down stairs, and reaching with arms.
- Frequent: Standing, walking, lifting up to 25 pounds.
- Occasional: Climbing, balancing, lifting up to 50 pounds.

Additional Requirements

- Valid Hawai'i driver's license.
- Proof of auto insurance and access to a registered, insured vehicle.
- Background checks: (Hawai'i Criminal Justice Data Center, National Sex Offender Registry, National Criminal History Database)