



Bilingual Client Resource and Outreach Coordinator Job Description

JOB SUMMARY:

The Client Resource and Outreach Coordinator (CROC) is a multi-faceted position that requires professional office and bilingual communication skills as well as the ability to handle the physical elements of being in the field conducting outreach throughout Blaine County. S/he partners with the client resource team for the ongoing assessment and development of the Case Management Program and community outreach. The CROC will conduct case management with clients in English & Spanish. Duties include developing and assessing individual client goals, recording client information in database, ensuring clients are connecting to other resources, and promoting other Hunger Coalition programs that will help clients move out of our food lines.

Client Education and outreach-

S/he will support the development and operations of the Client Education Program. The focus of this program is to implement an annual series of financial literacy workshops which are designed to empower our clients and help them transition out of food insecurity. S/he will participate in a new Community Representative Program designed to recruit members of vulnerable communities to promote our services and inform us of better ways to aid their constituents. S/he reports directly to the Associate Director and will adhere to policies established by the Board of Directors as well as to the organization's goals and objectives.

QUALIFICATIONS:

- 3+ years of experience in social services, education or related area or a Bachelor's degree.
- Must work well with persons of varied sexual preference, racial, ethnic, cultural, socioeconomic backgrounds, and with individuals who are differently-abled.
- Must demonstrate high level of proficiency speaking and writing in both Spanish and English.
- Must be able to deliver services to those in need with compassion, clear boundaries, and good communication skills in both English and Spanish.
- Must have a demonstrated commitment to social justice and/or community service through previous employment and/or volunteer experience.
- Must have strong boundaries and maintain confidentiality at all times.
- Must display strong self-motivation to assess the work that needs to be done.
- Must have administrative skills, be highly organized, motivated and remain flexible under pressure. Attention to detail and ability to organize and set priorities a must.
- Must be computer proficient, including working knowledge of Windows and Microsoft Office and Excel. Experience with CRM database entry/management a plus.

TRAINING REQUIREMENTS:

Needed training will be provided on the job. Attendance at outside training opportunities, possibly including conferences out of town may also be offered and/or expected.

HOURS:

20-40 hours per week, depending upon skill level.

SALARY:

Depends on experience and hours; Salary range for this position: \$15,000 - \$48,000/year.

BENEFITS:

Benefits include flexible, fun working environment. Professional development stipend and specialized training on Salesforce CRM. Generous personal time off. The opportunity to participate in group health insurance, matched savings account, and staff wellness program including weekly staff workout sessions, weekly paid staff lunch hour with lunch included and weekly harvest of produce from Bloom Community Farm and Hope Garden.

The Hunger Coalition is an equal opportunity employer and service provider.

Interested individuals can send resume, cover letter and three references to info@thehungercoalition.org.