OUTREACH COORDINATOR

OUR EXCITING OPPORTUNITY

*Community Action Partnership* has an exciting opportunity for
*Outreach Coordinator*

In this role, the Outreach Coordinator will assist with the development and implementation of program procedures and that requirements are aligned to build sustainable support in impacting the lives of hundreds of residents; playing a critical part in the work and dedication of *Community Action Partnership of Orange County*’s initiatives. It’s leadership with a cause and the rewards are immeasurable!

**WHO WE ARE**

*Community Action Partnership of Orange County (CAP OC)* hires professionals who support and embody the following *E.P.I.C.* values:

Going above and beyond in every interaction and activity we undertake. We strive for **EXCELLENCE** in service, keeping a pulse on the most up to date innovations within our industry. Together we continually assess and improve the way to work and enhance the strategies we utilize to meet the needs of our community.

Reaching our goals by working collaboratively with each other and our community. We are working to do the things that have not been done: empowering families and individuals to financial independence, breaking the cycle of poverty, creating financial equity, combating food insecurity, and establishing energy and healthy living conditions for all through social innovation. All of this takes **PROACTIVENESS**, and an intrinsic motivation that drives us to go above and beyond to create cutting-edge trends and program designs. We have the will and the energy and won’t stop until the needs of our underserved community no longer exist.

We are a team of high **INNOVATION**. We value the work we do; the people we serve; and treat each other with respect and kindness. We also have an environment of engaging in social economic justice by sharing of ideas and not afraid to try new things that increases our educational capacity. We think outside of the box, and challenge prevailing assumptions about issues of poverty.

Reaching our goals by working in partnership with each other and our community. The work we do is deeply rooted in the **COLLABORATION** we have with our community and its citizens. We care about the legacy of community action partnership and go above and beyond to ensure we support each other in bringing forth the services and resources that will positively change generations forever.

We have remained true to our mission “to enhance the quality of life within Orange County by eliminating and preventing the causes and effects of poverty by mobilizing and directing resources to programs that assist, educate, and promote self-sufficiency.”
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WHAT YOU WILL ACCOMPLISH IN THIS ROLE

Under general supervision of the Outreach/UA Manager, the Outreach Coordinator will assist with the daily operation and administration of Energy and Environmental Services Department programs and activities. The Outreach Coordinator will provide support to outreach activities in and outside of the office.

ROLES AND RESPONSIBILITIES

✓ Complete client forms, applications when necessary and/or review data to ensure eligibility and compliance. Identify and/or use a variety of outreach methods to reach target populations, groups to meet contract goals. Complete a specific number of client enrollments to ensure production goals are met. Follow up on new enrollments and referrals resulting from field activity.
✓ Handle calls efficiently and as directed. Ensure that client calls, workshops, and Low-Income Home Energy Assistance Program-Energy Savings Assistance Program (LIHEAP, ESA & DOE) appointments are completed accurately, timely and appropriate.
✓ Provide backup coverage and general support for activities including, but not limited to; reception, program outreach, field work, client calls, intake, enrollment, outreach, education, filing, forms, reports, data entry, billing and inventory.
✓ Schedule conduct or complete assigned tasks such as: public, media and agency contacts: workshops and presentations, canvassing neighborhoods; mass mailings and client correspondence.
✓ Compile and deliver client intake and enrollment of production goals as set for the department.
✓ Compile and deliver client intake and enrollment packets, educational packets, presentation folders, posters and other outreach materials either in person or by mail to prospective clients and other destinations.
✓ Must be in office at least 1 day a week as agreed to with management.
✓ Must remain available to team during all working hours in office and in field through company phone or other.
✓ Attend all outreach and production meetings as required by manager.
✓ Document and maintain active calendar for entire team.
✓ Attend mainstream weatherization events.
✓ Implement energy action month activities.
✓ Collaborate with city officials for outreach.
✓ Other duties may be assigned.

THE IDEAL CANDIDATE HAS KNOWLEDGE AND EXPERIENCE IN:

✓ Work/interface with management, co-workers and subcontractors. Effectively supervise volunteers if needed.
✓ Work a flexible schedule, weekends and/or evenings as needed.
✓ Perform mathematical skills sufficient to create, compose or compile information and data for reports or presentations.
✓ Experienced with Microsoft Office, WORD, EXCEL, POWERPOINT and ACCES as well as Windows XP, Adobe products including Photoshop, required. Position requires computer literacy and use of portable devices including PC notebook, printer, PowerPoint projector, cell phone, copier and iPads.
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- Communicate effectively in writing and orally with staff, clients and the public-at large to explain program variations and limitations; analyze and interpret contract language; create and/or complete reports; understand and follow program regulations and procedures.
- Demonstrate a clear, concise and effective command of the English language, both oral and written. If bi-lingual, must be able to translate orally and in writing from/to English and a second language. Fluency in Spanish, Vietnamese or other language is desirable.
- Must provide installation of light simple measures per contract agreements, in order to successfully complete production goals.
- Be familiar with public and private social services agencies and community resources available to meet client needs.
- Government contracts; application of program rules, regulations, procedures and client eligibility to program operations.
- Perform ServTraq demographic analysis.
- Work effectively within demanding time constraints and/or multiple tasks. Must be detailed oriented; work accurately and efficiently on a consistent basis without assistance.
- Position may require a Home Improvement Salesperson License (HIS) at some point in the future. Ability to obtain that license within 180 days from the date if/when requested.
- Perform mathematical skills sufficient to create compose or compile information on computer or complete forms.

EDUCATION AND EXPERIENCE

**Required:** Preferred: BA/BS degree with 1 year or more equivalent work experience, or AA/2 years of college work and 2 or more years equivalent work experience. **Minimum Required:** 5 Years or more directly related experience, with High School diploma.

TRAVEL

Possess a valid California Driver’s License with a driving record that meets minimum standards established by CAP OC insurance carrier, proof of vehicle insurance, access to a vehicle and willingness to drive/travel when required.

Typically, travel is local during the business day to/from CAP OC locations and incumbent will use personal vehicle. Possible travel may be during evening hours and possible out-of-the-area and overnight travel.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
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While performing the duties of this job, the employee is regularly required to bend, stoop, reach, pull, push, stand, kneel, sit, twist, turn, walk, bend at the waist, talk and hear, vision abilities include close vision, distance vision, color vision, ability to adjust focus, and prolong computer work. The employee must regularly lift and/or move objects up to twenty pounds (boxes, paper goods, materials).

Work environment for this role is predominantly indoors with little to no outdoor working requirements. Incumbent may be called upon to work special events which may be held outdoors in varying temperatures and weather conditions.

MEDICAL EXAMINATION AND BACKGROUND CHECK

A medical examination is required of each new employee whose physical condition must meet the minimum requirements prescribed for the position. In addition, prospective employees must pass a drug screening examination and background check. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

THE PROMISE OF COMMUNITY ACTION

Community Action changes people’s lives, embodies the spirit of hope, improves communities, and a makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

HOW TO APPLY

Please Apply at Community Action Partnership of Orange County’s website at www.capoc.org.

**Please note this job profile is subject to change.**