OUTREACH SUPERVISOR

OUR EXCITING OPPORTUNITY

Community Action Partnership has an exciting opportunity for Outreach Supervisor.

In this role, the Outreach Supervisor will assist with the daily operations, the development and implementation of program procedures and ensure 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 Utility Assistance and Outreach Manager, the Outreach Supervisor has the primary responsibility to ensure that all outreach and client related activities are completed in a timely and accurate manner. Will assist with the daily operation and administration of activities within the Energy & Environmental Services (EES) Department. Provide support; coordinate and/or help supervise staff and volunteers handling client calls, information dissemination, leads, input, updating and reconciling client data in ServTraq, Service CEO, EMAPS (Southern California Edison) and HEAT (Southern California Gas Co.), vendor billings and/or statistical reports required to complete client enrollment or production goals. Collect and tally statistical data from staff; create and submit information/report(s) to Management, CSD, Utilities, and other sources as needed/required.

ROLES AND RESPONSIBILITIES
✓ Assist with development, implementation, training and/or dissemination of various program forms, materials, policies and procedures, public communication strategies and targeted marketing efforts to ensure program goals, timelines and expenditure levels are met.
✓ Monitor and evaluate outreach staff to ensure assigned work is accurately completed. Set and/or adjust timeframes to complete program objectives as directed.
✓ 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, Low Income Home Energy Assistance Program (LIHEAP) client HEAP/ FT applications are completed accurately, timely and appropriate.
✓ Coordinate the scheduling of outreach staff for client processing in-house and off-site to ensure that all functions (workshops, intakes, client screening and application processing, filing, I & R (Information & Referral) are completed effectively, accurately and in a timely manner.
✓ Reconcile forms, equipment and office supplies with inventory. Prepare inventory purchase requests on a regular basis.
✓ Conduct a home energy audit using a manual and/or electronic format and/or home assessment tool to identify feasible and/or non-feasible (energy efficient) weatherization measures needing to be installed within the dwelling.
✓ Provide backup coverage and general support for activities including, but not limited to, community liaison; public information dissemination, client enrollment or production goals, leads, office administration; education, telephone coverage, filing, and data entry.
✓ Compile, deliver and/or process client intake applications, enrollment and educational packets, presentation folders, posters and other outreach materials either in person or by mail for prospective clients and other destinations.
✓ Interview applicants for employment, trains, directs and evaluate the work of subordinate personnel. Recommends compensation in accordance with the Agency policy. Recommends promotion, demotion, disciplinary action or termination.
✓ Reaching out to local neighborhoods throughout the county where large pockets of eligible low-income populations reside.
✓ Other duties as assigned.
THE IDEAL CANDIDATE HAS KNOWLEDGE AND EXPERIENCE IN:

✓ EPIC standards, values and upholding the EPIC pillars while demonstrating a positive attitude towards all participants, colleagues, management and community.
✓ Sales, marketing and outreach techniques to reach hard to serve populations and culturally diverse communities.
✓ Providing customer service for both internal and external customers.
✓ Supervisory skills such as problem solving, communication, interpersonal skills, conflict resolution.
✓ Effective time management skills, planning and organizational skills to develop and implement action plans.
✓ Working effectively within demanding time constraints and/or multiple tasks.
✓ Managing multiple priorities, plan and organize work, supervise staff and volunteers including direct home assessor outreach team, and delegate workflows effectively.
✓ Communicating effectively in writing and orally with staff, clients and the public-at large to explain program variations and limitations and possess proficient interviewing techniques. Effectively respond to questions from staff, clients, media groups, and the general public about CAP OC programs.
✓ Analyzing and interpreting contract language; creating and completing reports; understanding and following program regulations and procedures.
✓ Problem solving/analysis, research and record keeping principles and methods.
✓ Home Improvement Salesperson License Registration (HISR) may be required. If HISR is not in place, the license may be required and need to be obtained within 180 days from date when requested.

THE IDEAL CANDIDATE MUST BE:

✓ Customer service oriented: Establish rapport with staff, agencies and clients from culturally diverse backgrounds.
✓ Ethically Focused: Understand ethical behavior and business practices and ensure own behavior and the behavior of others are consistent with these standards and aligns with the values of the organization.
✓ Inclusive: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
✓ Lead: Positively influence others to achieve results that are in the best interest of the organization.
✓ Work focused: Must be detailed oriented; work accurately and efficiently on a consistent basis without assistance. May require working weekends/evenings/holidays when/if needed to meet client/production demands. Workdays and hours of work are subject to change.
✓ Language skilled: Demonstrate a clear, concise and effective command of the English language, both oral and written. Bi-lingual in a second language such as Korean, Spanish, Vietnamese or another language is desirable. If bi-lingual, must be able to translate orally and in written from/to English and a second language.
✓ Mathematical: Write, compose, and complete mathematical calculations correctly and in a timely manner. Compose and compile numbers, statistical data, and obtain other information for forms, reports and presentations.
✓ Computer literate: Competently use the Internet, Web based databases, Microsoft Office (WORD, EXCEL, POWERPOINT, PUBLISHER and ACCESS) and other applications via an office/laptop computer, PC Tablet/Notebook, I-Pad, Camera, Printer, Projector, Copier, Smart cell phone and/or other
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electronic devices. Use a variety of computer databases to ensure that client records, statistics and reports are completed.

EDUCATION AND EXPERIENCE
High school diploma with at least 5 years directly related experience is the minimum requirement. BA/BS degree with at least 5 years equivalent work experience or an AA degree/2 years college courses and at least 5 years equivalent work experience is preferred.

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 as frequent travel is required.

Typically, travel is required throughout Orange County, and occasionally to other areas as needed, during the business day using the incumbent’s personal vehicle. Possible travel during evening hours, possible out-of-the-area and overnight travel may be required.

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.

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. Employee may be called upon to work outdoors in varying temperatures and weather conditions.

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

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 pre-employment physical and drug screening examination, Live Scan 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 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.