

## OUR EXCITING OPPORTUNITY

Community Action Partnership has an exciting opportunity for

### **Outreach Coordinator**

In this role, the Outreach Coordinator will work along with the Energy and Environmental Services Department; 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 **EPIC** 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 "We seek to end poverty by stabilizing, sustaining and empowering people with the resources they need when they need them. By forging strategic partnerships, we form a powerful force to improve our community."

### VALUES



In addition to our EPIC values our external values are as follows:

**Leadership**

We are guiding critical shifts in how people think and act to address the root causes of poverty

**Collaboration**

We bring together all capable partners to achieve transformative results

**Trust**

For over 50 years, the community has counted on us to empower those in need

**Compassion**

We treat each person we serve respectfully and with great care

**Justice**

We are passionate about advocating for those living in poverty and creating equity throughout the region

**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.

*Prefer candidates are bilingual in English/Spanish, but not required.*

*This position pays at \$23.00 per hour.*

*This position will work a hybrid schedule, with at least 1 or more working day in the workplace each workweek as determined by the reporting manager.*

**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 (LIHEAP, LIHWAP, 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.
- Cover Outreach rotation desk at least 1 workday per workweek.
- Perform collaborative duties such as documenting and maintain active calendar for the entire Outreach team, attending all departmental or Agency wide meetings and mainstream weatherization events, implementing energy action month activities, and collaborating with city officials for outreach.
- Maintain communication and availability with EES staff during working hours whether in the workplace or in the field through cell phone, text or email.
- Other duties may be assigned.

### **THE IDEAL CANDIDATE HAS KNOWLEDGE AND EXPERIENCE IN**

- Working/interfaces with management, co-workers and subcontractors, and effectively supervise volunteers if needed.
- Working a flexible schedule, weekends and/or evenings as needed. Must be available at least 1 day a week to work in main EES office to cover outreach rotation desk.
- Performing mathematical skills sufficient to create, compose or compile information and data for reports or presentations.
- Microsoft Office (Word, Excel, PowerPoint and Access), Windows XP, Adobe products including Photoshop, and ServTraq with ability to perform ServTraq demographic analysis.
- Using portable devices including PC notebook, laptop, cell phone, iPads, and use of standard office equipment such as a printer, copier, projector, 10-key calculator.
- Communicating effectively in writing and orally with staff, clients and the public-at large to explain program variations and limitations.
- Demonstrating 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 is desirable.
- Being 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. Analyzing and interpreting contract language, creating and/or completing reports, understanding and following program regulations and procedures.
- Working effectively within demanding time constraints and/or multiple tasks, detailed oriented. Working accurately and efficiently on a consistent basis without assistance.
- Performing mathematical skills sufficient to create, compose, or compile information on computer or complete forms.

### **EDUCATION AND EXPERIENCE**

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 preferred or 5-years or more directly related experience, with High School diploma or GED.

### **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 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 manual dexterity of wrist and fingers. Selected candidate for employment will experience prolong periods of both sitting and/or standing, and prolong computer work. Typically, work is performed in an office type environment at a remote work location, in-home office, and/or in-office. The employee must regularly lift and/or move objects up to twenty (20) 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](http://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, drug screen, 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.

