

## OUR EXCITING OPPORTUNITY

*Community Action Partnership* has an exciting opportunity for

### ***Center Coordinator-Family Support Advocate***

In this role, the Center Coordinator-Family Support Advocate (“Center Coordinator-Advocate”) will assist with the development and implementation of program procedures at our El Modena Family Resource Center 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

Born out of the War on Poverty more than 50 years ago, Community Action Partnership Orange County (CAP OC) is a trusted resource for Orange County community members who face obstacles such as food insecurity, unemployment, economic turmoil and more. We walk alongside the people we serve, and we act to meet immediate needs without delay. Our programs help empower people to improve their lives and their communities. We see poverty as an unacceptable reality for our neighbors and rally with key partners to help facilitate change.

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 healthy and energy-efficient 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 the supervision of the Center Manager, the Center Coordinator-Family Support Advocate will assist with all activities of the El Modena Family Resource Center including providing case management to families in need. In addition:

- Duties performed in this position will require **bi-lingual English/Spanish written and oral skills**.
- The salary range is \$23.00 - \$25.00 per hour.
- This is an on-site work location position 5 days per week and some evenings and weekends, as needed.

### ROLES AND RESPONSIBILITIES

- Responsible for serving all incoming Family Support Services referrals.
- Provide case management by assessing family strengths and needs related to behavioral health, health, counseling, domestic violence, child abuse, parenting, basic needs, and other needs as requested by the participant or case workers/social worker.
- Provides referrals and linkages to appropriate services.
- Create individual case plans for participants that need assessment, crisis intervention, support, and referrals to any additional services. Create Sustainability Plan for clients receiving Emergency Assistance.

- Transport clients as needed to appointments to ensure warm hand off to secure services and resources.
- Assess clients' needs for services and accommodation by providing home visitation, meeting in community spaces or other organizations.
- Participate in weekly case management (multi-disciplinary) team meetings with collaborative partners, service providers and social workers.
- Build rapport with participants and their families and be respondent to their needs.
- Assist with direct program operations in a manner consistent with the requirements of contractual agreements, laws, regulations, and the funding sources.
- Assist the Center Manager, interested parties and staff in outlining work-plans and the assigning of duty responsibilities and the scope of authority.
- Assist in coordinating activities of project personnel to ensure project progresses on schedule and within prescribed budgets.
- Assist in developing and implementing programs for the youth, seniors, and other programs for the FRC (Family Resource Center). Other duties as assigned.

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

- Trauma-informed care, harm reduction, domestic violence and crisis intervention.
- Public and private social services agencies, and community resources, including federal and state programs.
- Organizational and leadership skills, as well as a background in supervising others, problem solving and public relations.
- Representing an organization/company with public officials and public services/agencies and private industry.
- Maintaining effective relationships with public officials, public agency staff, private industry, community groups, legislative and advisory boards.
- Building rapport with youth, schools/colleges, community centers, youth serving organizations and families.
- Business writing including reports and business correspondence.
- Record keeping principals and methods.
- Planning and organizational techniques to develop and implement action plans.
- Working efficiently with demanding time constraints.
- Working both independently and collaboratively within a team.

### **IDEAL CANDIDATE MUST BE**

- Customer service oriented: Establish rapport with staff, volunteers, interns, public and private agencies, and participants 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 CAP OC

- Work focused: Being detailed oriented while working accurately and efficiently on a consistent basis without assistance. Strong organizational skills. May require working weekends, evenings, and holidays when/if needed to meet participant and/or grant demands. Workdays and hours of work are subject to change.
- Collaborative: Work collaboratively in a team environment both internally and externally with the capability to negotiate successful outcomes for all parties.
- Language skilled: Demonstrate clear, concise, and effective communication skills both orally and written in English and Spanish languages.
- 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, Access, Outlook, and Teams) and other applications via a desktop and/or laptop computer, PC Tablet and/or Notebook, or I-Pad. Competently use a camera, printer, projector, copier, Smart cell phone and/or other electronic devices. Experience with virtual communication platforms. Use a variety of computer databases to ensure that client records, statistics and reports are complete.

### **EDUCATION AND EXPERIENCE**

- Bachelor's degree in human services or related field from accredited university required.
- Minimum 2 years' experience working with vulnerable populations, at-risk children, and families, and directly with the community with issues related to poverty, behavioral health, domestic violence and/or child abuse.
- Minimum 1-year case management and case planning experience required.
- Proficiency in both the English and Spanish language is required.
- Minimum 1-year experience in trauma informed care, harm reduction model, domestic violence and crisis intervention required.

### **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 within Orange County and to other CAP OC locations, and incumbent will use personal vehicle. Travel may be during evening hours with 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.

The work environment for this role is both indoors in an office environment and outdoors in varying temperatures and weather conditions. While performing the duties of this job, the employee is regularly required to bend, stoop, reach, pull, push, stand, kneel, sit, twist, turn, stand, walk, bend at the waist, talk and hear, vision abilities include close vision, distance

vision, color vision, ability to adjust focus, prolong manual dexterity of wrist and fingers, and moderate to prolong computer work. Employee will experience prolong periods of both sitting and/or standing in an office environment. The employee must regularly lift and/or move objects up to thirty (30) pounds.

### **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 peoples' 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](http://www.capoc.org).

