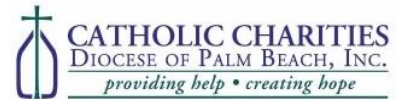


**Title: Community Outreach Specialist/
Office Manager**

**Department: Hunger, Homeless &
Outreach/Administration**

Hours Worked: 37.5



Job Description

Reports to: Program Director – Community Outreach Specialist
Associate Director – Office Manager

Supervises: None

FLSA Status: Non - Exempt

Essential Duties and Responsibilities:

- Answering incoming calls and referring to internal and/or external resources.
- Familiarizing with community resources in order to give appropriate referrals.
- Attending and successfully completing all trainings.
- Maintaining required documentation for each call/encounter; gathering and compiling data electronically for reporting purposes.
- Maintaining all aspects of confidentiality of client information.
- Providing centralized intake and scheduling for appointments.
- Acting as receptionist with exceptional customer service.
- Interfacing with other community agencies as much as possible for collaborative purposes.
- Relieving receptionist at St. Francis Center periodically when needed.
- Becoming familiar with and carrying out the policies and procedures of Catholic Charities.
- Supporting and participate as needed in the reaccreditation process.
- Supporting the Social Teachings of the Catholic Church.

Essential Duties and Responsibilities – Community Outreach Specialist:

- Advocating for clients when necessary, and in client's best interest, so they can receive the services they need.

- Assisting clients with enrollment in available web-based applications for resources including food stamps (SNAP) and Medicaid. Must attend trainings and obtain on line certifications to become ACCESS and One-e-App partners.
- Responsible for oversight of the Angel Food SNAC program including recruiting, enrolling and distributing food to food insecure children in the community. Responsible for providing proper documentation and forms to the Program Administrator in a timely manner.
- Screening clients for available Catholic Charities emergency services including rent and utility payment assistance, food assistance and bus transportation assistance. Assuring program criteria met for receipt of such services.
- Assisting clients to identify and explore barriers to self-sufficiency to include computerized budget assistance and referrals to other support agencies.
- Submitting electronic monthly program reports to Program Director in timely manner.

Essential Duties and Responsibilities – Office Manager:

- Responsible for all incoming and out-going correspondence, written, emails, faxes/etc. as requested by supervisor.
- Responsible for all internal/external mail pick-up and delivery.
- Responsible for general maintenance of facility maintaining cleanliness and order. Will remain abreast of maintenance plant service needs such as air conditioning, electrical and plumbing as well as office equipment and report needs to supervisor.
- Responsible for ordering and record-keeping of office supplies.

This is a sampling of duties. Other tasks, responsibilities and duties may be assigned as needed.

Qualifications:

- Bachelor's Degree preferred, however related work experience can be substituted.
- 1 year of experience working in case management or related field; volunteer work will be considered.
- Fluent in English & preferably Spanish
- Computer skills in Microsoft Suite including Word, Excel, Outlook and database management.
- Excellent communication skills both written and verbal.

- Ability to work independently, set priorities and make decisions with minimal supervision.
- Self-control and appropriate behavior during working hours and when representing the agency.
- Ability to forge mutually respectful partnerships with supervisor, coworkers, and clients with an understanding and sensitivity to cultural differences.
- Organized, self-starting, punctual, honest and courteous.
- Knowledge and support of Catholic Social Teaching.
- Ability to work effectively with Diocesan employees, pastors, departments heads, representatives of other agencies and the general public.
- Ability to respect confidentiality and consistently exercise discretion and good business judgment.
- Ability to work irregular hours.

Physical Requirements:

- Willingness to travel throughout the Diocese of Palm Beach to fulfill job requirements.
- Willingness to respond to emergency situations without notice.
- Occasional light lifting and carrying of less than 15 pound.
- Occasional moderate carrying and lifting of 15 – 44 pounds.
- Frequent use of both hands and fingers (i.e. typing).
- Frequent extended periods of sitting.
- Occasional periods of standing, kneeling and climbing.
- Occasional ability of minimal hearing (i.e. driving) and routine hearing (i.e. listening to others in conversation).

Reviewed/Approved By:

Executive Director: _____ **Supervisor:** _____ **Human Resources:** _____ **Associate Director:** _____

Hand delivered on _____, **by** _____ **(Supervisor)**
to _____ **(Employee).**

I acknowledge receipt of and understanding of my job responsibilities as outlined in this Job Description.

Signed: _____ **(Employee) Date:** _____

Signed: _____ **(Supervisor) Date:** _____

Copies: Supervisor, Employee

Original: Human Resources

June 10, 2016