



Senior and Community Services

Alissa Holdson
Executive Director

Ronald C. Loos
Board Chairperson

Samantha Dragon
Director of Senior and Community Services

POSITION: Community Outreach Specialist

RESPONSIBLE TO: Program Services Coordinator

EMPLOYMENT STATUS: Temporary, Full-Time

PRIMARY WORK SITE: Senior and Community Services Offices

GENERAL RESPONSIBILITIES:

Under the direction of the Director, assists with outreach for department programs to increase utilization by eligible participants; represents the department's programs with various community partner's customers; assist in connect customers with specific services. Supports the development and implementation of public awareness including internal and external communications; media coordination; networking to ensure customers know about the programs and how to access them.

SPECIFIC DUTIES AND RESPONSIBILITIES:

Perform community outreach, including special program events, health fairs, community events, information tables;

Effectively communicate relevant program information to community partner's customers;

Assist in referring and connecting customers to specific services;

Develop and maintain positive relationships with program personnel, and within the community;

Implement Public Information plan activities and strategies in conjunction with Director. Including assistance with internal and external awareness of Community Action programs, and conducting, planning, and implementing of education, outreach, and development activities;

Identify ways to reach customers and meet program goals;

Effectively communicate relevant educational/outreach information to program Directors;

Attend community/partner meetings to represent our agency;

Ensure timely completion, accuracy, and maintenance of all necessary paperwork, documentation, program reports, and compliance with all applicable internal and external guidelines, requirements, and regulations.

Participate regularly in in-services and other training events intended to provide growth, development, and mandatory training as related to this position;

4200 State Road, PO Box 2610, Ashtabula, OH 44005-2610

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F:(440) 997-6162

This Agency is an equal provider of services and an equal employment opportunity employer. Civil rights Act 1964 (CRA)

Assure compliance with Program specific and Agency policies and procedures;

Help to coordinate and promote volunteer opportunities;

Performs other duties as assigned.

SKILLS AND QUALIFICATIONS:

Ideal candidate will have a high school diploma.

Experience in communications, marketing, social or human services, education, or a related field preferred.

Experience delivering information/presentations to diverse audiences.

Experience assisting individuals and families of low- and moderate-income households, and working with programs designed to end or alleviate poverty, promote economic stability, enhance the community, and improve quality of life preferred.

Proficiently skilled in general computer use. Knowledge of, or ability to master utilization of, all necessary computer software and database programs. Experience with social media and website maintenance desirable.

Capable of planning and organizing work, managing multiple functions, prioritizing tasks as necessary. Position requires excellent organizational and time management skills.

Displays original thinking and creativity and meets challenges with resourcefulness.

Confidentiality in all aspects of program operation must be maintained.

Must be able to follow both verbal and written directions and have the ability to work as a team member with direct services, support personnel, and community partners. Demonstrate a professional attitude.

Must have available and reliable transportation. Must be able to travel to locations inside and outside the area. Valid driver's license and automobile insurance required. Driving record must meet Agency standards.

At times, evening and weekend hours may be required.

Must agree to a review by the Ohio Bureau of Criminal Investigations, understanding that certain convictions may result in termination of employment.

Position requires ability to bend, climb stairs, and lift up to 40 lbs.

All Employees are required to observe all safety policies and procedures and report all unsafe conditions, accidents, injuries and near injuries to their supervisor.

Must comply with ACCAA Drug Free Workplace policy.

Bilingual preferred, but not a requirement.

**ACCAA complies with Title VI of the Civil Rights Act of 1964, PL88-352. No person, on the grounds of race, color, disability, national origin, or sex, shall be denied service or employment with ACCAA.
E.O.E D.F.W.P.**

I have read this job description and agree to perform the duties as outlined above.

Signature
Rev. 7/2024

Date