



monterey county

TITLE: Outreach Specialist

SUPERVISOR: Volunteer Coordinator

STATUS: Full-time, no-exempt

SALARY/BENEFITS: \$45,000/per year plus medical, dental, vision, and life insurance, Employee Assistance Program, eligible for retirement after 2 years of employment.

ROLE: The Outreach Specialist is responsible for developing, implementing, and facilitating trainings and outreach events associated with the YWCA Monterey programs and services, specifically domestic violence prevention and human trafficking. These trainings and events will be community driven, culturally humble, evidence-based, human trafficking and intimate partner violence prevention and community engagement programs serving Monterey County. The Outreach Specialist works as part of a team to implement and evaluate a comprehensive plan based on the principles of effective prevention programs through building individual knowledge and skills and mobilizing the community to decrease the social and cultural norms that perpetuate violence, support the organization and implementation of strategic community outreach to underserved populations throughout Monterey County. This position requires establishing and maintaining partnerships with staff, service providers, schools, law enforcement and community groups.

RESPONSIBILITIES:

Prevention and Community Engagement

- Achieve and maintain expertise in designing, implementing, and evaluating culturally humble, evidence-based, community-responsive prevention, education, and community engagement programs in the areas of human trafficking, domestic violence, healthy relationships, and youth prevention education
- Research, develop, and evaluate training units, training materials, PowerPoint presentations, experiential exercises, and practical application tools that are culturally and developmentally appropriate for each audience being served.
- Create and deliver community outreach and educational presentations, workshops, and trainings in the community, in both English and Spanish, serving Monterey County, in compliance with funder requirements, and to fulfill community needs.
- Develop a work plan that meets or exceeds the training, education, and community outreach scopes of work.
- Work to eliminate barriers to service and knowledge, particularly for individuals from historically oppressed communities; strive to implement effective ways to reach and serve underserved populations
- In cooperation with YWCAMC Executive Staff, provide training and technical assistance to YWCAMC staff to help them develop community engagement tools, human trafficking and domestic violence education, and professional presentations for use in their role as community representatives.
- Attend trainings, public forums, and community/agency partner meetings as needed for grant compliance and/or program development.

Documentation and Administration

- Document and analyze presentations, outreach efforts, and community collaborative meetings in nFocus database and review monthly report of activities with Volunteer Coordinator.
- Provide progress and program evaluation reports, as well as oversee quality improvement, in accordance with funder requirements.
- Accurately document time worked using designated time-keeping program, and submit required personnel and departmental paperwork (e.g., mileage reimbursement) according to agency standards and due dates.

EEO Policy Statement

It is the policy of the YWCA Monterey County to afford equal employment opportunities to all qualified individuals, without regard to their race, color, ancestry, religion, sex, sexual orientation, national origin, age, physical or mental disability, citizenship status, veteran status, gender identity or expression, or any other characteristic or status that is protected by federal, state or local law.

Teamwork and Community Relations

- Establish and maintain positive relations to support, enrich, and expand YWCAMC efforts, including fostering and sustaining partnerships with law enforcement, hospitals, schools, parent groups, businesses, funding sources, and community partners.
- Represent YWCAMC in a variety of community meetings including, but not limited to, Human Trafficking Coalition of Monterey and Santa Cruz counties, GHGH Initiative PLN Network, to promote human trafficking and domestic violence prevention efforts and raise YWCAMC's profile in the community.
- Work as a team with all other YWCAMC departments to coordinate outreach services when needed. Participate in cross-training and team collaboration efforts as necessary.
- Participate actively in Prevention, Education, and Advocacy Services meetings, funding specific meetings, and supervision and staff meetings.
- Provide trauma-informed service to all clients, in an atmosphere of empathy, safety, and support.
- Represent YWCAMC to the public and media when requested.
- Carry out other projects/tasks as necessary to ensure program and organizational success.

Prevention Efforts through Social Media

- In collaboration with YWCAMC staff, ensure a cohesive social media identity by researching and creating messages, tasks, and activities across all platforms that support funding efforts and YWCAMC's mission.
- Propose creative strategies for the implementation of social media programs that ensure appropriate messaging regarding the prevention of human trafficking and domestic violence, aimed at diverse audiences.
- Plan, coordinate, and prepare social media campaigns, in coordination with awareness campaigns.
- Maintain knowledge of social media trends, related to the prevention of human trafficking and domestic violence, and the promotion of healthy relationships.

Upholding Program Standards

- Promote the safety and well-being of clients by modeling and encouraging healthy communication, safety focused decision-making, and acceptance of diversity.
- Meet agency standards in regards to professionalism, safety, and service delivery when interacting with clients, community members, agency staff, and the general public.
- Ensure ongoing familiarization with all YWCAMC programs and services, including eligibility requirements, in order to answer basic questions and refer clients accurately.
- Work as a team with all other YWCAMC departments to provide comprehensive client services when needed. Participate in cross-training and team collaboration efforts as necessary.
- Maintain client confidentiality by protecting client information and ensuring that appropriate paperwork is understood and completed by clients (e.g. consent for services forms and release of information forms when collaborating with other programs/entities). Adhere to agency policies and protocols related to the security of electronic client service records.
- Follow agency protocol for maintaining timekeeping records in required formats. Submit timesheets and personnel and departmental paperwork (e.g., check requisitions) according to agency standards and due dates.

ESSENTIAL JOB REQUIREMENTS

EDUCATION:

- Minimum Bachelor's degree in social services, public health, education, or related field, or equivalent combination of education and experience.

EXPERIENCE:

- Minimum of two (2) years' experience training individuals and/or groups, and community outreach.
- Experience engaging youth in the prevention of domestic violence and human trafficking.

REQUIRED SKILLS, KNOWLEDGE, SPECIALIZED TRAINING:

- Knowledge of evidence-based public health, domestic violence and human trafficking prevention.
- Excellent public relations, public speaking, and community development skills.
- Knowledge and practice in training and facilitation techniques, and an understanding of interactive training approaches.

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- Must demonstrate an acceptance and respect for cultural diversity in all its forms, including ethnicity, sexual orientation, abilities, and religious backgrounds.
- Skilled at the development of compelling curriculum that can be adapted to various cultural groups.
- Ability to take initiative, prioritize tasks, manage time, and complete multiple projects in a fast-paced, changing environment with minimal supervision.
- Strong teamwork skills and ability to build rapport and connect with individuals at all levels, both inside and outside the organization.
- Proficient oral and written communication skills.
- Computer competency, including Word, Excel, Outlook, Publisher, and PowerPoint.
- Social media competency, including Facebook, Instagram, Snapchat, YouTube, and blogs.
- Completion of Domestic Violence Advocate 40-hour certification (will be provided by YWCAMC).

PREFERRED SKILLS & QUALIFICATIONS:

- Bachelor's degree in public health, education, social services, or related field, or equivalent combination of education and experience.
- Fluency in English and Spanish-oral and written.
- Knowledge of evidence-based public health, intimate partner violence, and sexual violence prevention methods, models, and theories and ability to contribute to institutional knowledge on the subject.
- Experience with developing and enhancing community collaborations.

PERSONAL CHARACTERISTICS:

- Commitment to YWCAMC mission, vision, and values.
- Flexibility and self-direction to be able to prioritize and balance multiple projects with good humor and minimal supervision.

PRE-EMPLOYMENT REQUIREMENTS:

- Department of Justice Live Scan criminal background check.
- Clean DMV record. Access to reliable transportation available for job-related duties, valid driver's license, and proof of automobile insurance.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS:

- Ability to drive personal vehicle for long periods to serve worksites in various locations throughout Monterey County.
- Ability to sit and stand for prolonged periods.
- Ability to lift and carry up to 50 pounds.
- Schedule requires flexibility and adjustment for some weekend and evening training commitments.

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