



Position Title:	Parent Outreach Worker
Supervisory Responsibilities:	None
Budget Responsibilities:	None
Reports To:	Senior Program Manager and Program Coordinator
FLSA Classification:	Non-Exempt

POSITION SUMMARY:

Identity is seeking a dynamic, bilingual (Spanish/English) team member to join Elementary and Middle School Programs. The Parent Outreach Worker's (POW) primary responsibility is to conduct outreach and support of 30 families, including a needs assessment, referrals to social services, development of Family Wellness Plans, and case management. The POW will also plan and implement one monthly virtual and/or in-person meeting on topics to support their children's growth and development.

PRIMARY RESPONSIBILITIES:

1. Recruits and retains eligible youth and parents to participate in the program and ensures that all authorizations and enrollment forms are completed.
2. Schedules and completes the Baseline and Follow-up forms with families through the phone, zoom or in person.
3. Makes appropriate referrals to social service agencies; follows-up with status of referrals and enters all information in database. Confirms that clients have appropriate resources (transportation, interpretation assistance, etc.) to access services.
4. Conducts calls to parents to invite them to the monthly parent sessions and other community events.
5. Plans, develops, organizes, and delivers monthly parent sessions in person or virtually.
6. Collects and documents parent attendance in meetings, develops interventions to address chronic absenteeism by youth or family, and maintains complete and up-to-date electronic and/or paper files for clients.
7. Attends and actively participates in required trainings and meetings and collaborates with other program POWs to maximize resources and information to clients.
8. Searches for resources and services throughout the community, especially when requested by clients.
9. Maintains open communication with school staff to provide families updates and services offered by the schools.
10. Supports Identity's mission and values. Continually looks for ways to improve the organization and works in alignment with Identity's strategic goals. Brings best self to workplace and shares ideas and suggestions.

SECONDARY RESPONSIBILITIES:

1. Participates in Identity's advocacy activities.
2. Assists with excursions and special events when needed.
3. Performs other duties as assigned, required, or needed.

EDUCATION AND EXPERIENCE:

- High School Diploma or GED required.
- One (1) year working in a social services environment preferred.
- Must be bilingual in English/Spanish.
- Minimum two years of experience working with diverse Latino families and/or implementing community outreach/enrichment programs.
- Training in Stages of Change, coaching, counseling, or adolescent development is a plus.
- Must be able to pass a federal criminal background check and a Child Protective Services background check.
- Must complete the following trainings upon hire: Advancing Youth Development, Child Protective Services, HIPAA, CPR/First Aid, Efforts to Outcomes, etc.
- Must be proficient in MS Office and Zoom.

SKILLS AND ABILITIES:

- Friendly and culturally responsive to families' needs, special circumstances, and is able to quickly identify resources to support client goals.
- Excellent oral and written communication skills in both English and Spanish.
- Builds and maintains rapport and trust with clients, staff, and stakeholders.
- Embraces teamwork, especially with other POWs and facilitator team serving the same schools to ensure success of program implementation.
- Thrives in a fast-paced environment. Prioritizes and organizes multiple projects to meet deadlines with effective and efficient use of resources.
- Works effectively under pressure while maintaining composure and handles emergencies with professionalism to defuse crisis situations.
- Enjoys being challenged and is open to feedback and learning from others.
- Continuously demonstrates a strong code of ethics and integrity when fulfilling obligations.
- Demonstrates sound judgment and decision making when working with youth and others. Shows flexibility, initiative, and resourcefulness in all actions and conversations.
- Exerts ethical judgement when fulfilling administrative work with confidential information and during interactions with clients.
- Possesses the technical knowledge and abilities to perform job responsibilities while demonstrating a high skill level as well as reliability.

WORK ENVIRONMENT:

- Schedule is Monday-Friday, 9:00AM-6:00PM, with an one-hour lunch break in between.
- Position is 90% in person and 10% remote. Must have WiFi/Internet access and a quiet working environment while working remotely, when needed.
- The ability to lift and move up to 10 lbs.
- Must be able to work a flexible work schedule including some evenings and weekends if needed.
- Semi-private office or open work area with controlled air temperature, noise, and occasional interruptions.

Please send resume and cover letter stating the reasons for your interest in the position to Flor Alfaro, Senior Program Manager, at falfaro@identity-youth.org.