



UpValley Family Centers Job Description: On-Call Community Liaison

Employment Type: On-Call non-exempt

Salary: Competitive and based on experience

Benefits: Paid sick leave

Location:

- Calistoga office

1500 Cedar St, Calistoga, Ca 94515

- St. Helena office

1440 Spring Street, St. Helena, CA 94574

About UpValley Family Centers: Our mission is to provide guidance, support, and resources in the community, in the home and for the individual, so that everyone can achieve a better life. We reach all ages with a variety of programs and serve as essential resource hubs for residents living in the upper valley of Napa County. We maintain partnerships with over 40 early childhood programs, school districts, nonprofits, city and county agencies. Learn more at: www.upvalleyfamilycenters.org.

The On-Call Community Liaison is supervised by UVFC's Economic Success Manager and provides guided referrals and information to clients and in the community. He/she works collaboratively with UpValley Family Center staff and local service providers/partner organizations. The On-Call Community Liaison greets clients who call or come into the office. It is his/her responsibility to help families feel comfortable, connect them with resources and service providers, and support the effective operations of the Center on a day-to-day basis.

Responsibilities

1. Be willing to provide office coverage in either one of the UVFC Main offices in Calistoga and St Helena on a short notice.
2. Open and close site each business day. Regular hours are Monday-Friday, 8:30am-5pm. If working a full day.
3. Serve as initial greeter and screener of all clients who visit or call the Center. Maintain daily contact log of client activity and enter resource/referral services into database.
4. Refer clients to specific service providers or internal programs in cooperation with staff.
5. Assist clients with information and applications for public benefits, including Medi-Cal, CalFresh and unemployment insurance.
6. Process client walk-in payments, track payments made, and close daily cash box. If working a full shift in SH Site.
7. Other duties as assigned.

EDUCATION and/or EXPERIENCE:

An appropriate combination of education and experience to perform the essential duties

is required. The ideal candidate will have:

- written and verbal communication skills in English and Spanish (required)
- excellent customer service skills and service-oriented
- ability to work with diverse ages and backgrounds
- ability to work well with staff at all levels of the organization
- interest in learning about available resources and sharing information with others
- knowledge of word processing, spreadsheet, database management software and internet navigation
- knowledge of community resources available to individuals and families
- knowledge of Napa County
- valid Driver's License, insurance and transportation

To apply: Email cover letter and resume to ilopez@upvalleyfamilycenters.org. Position open until filled. No phone calls please.

UpValley Family Centers is an equal opportunity employer.