



## UpValley Family Centers Job Description: Community Liaison

**Employment Type:** 1.0 FTE non-exempt

**Salary:** Competitive and based on experience

**Benefits:** Paid sick leave, vacation, holidays, medical and dental benefits, 401k plan

**Location:** Calistoga Site, 1500 Cedars St, Calistoga, CA 94515 8:30am-5:00pm

**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](http://www.upvalleyfamilycenters.org).

The Community Liaison provides guided referrals and information to the community in general. He/she works collaboratively with UVFC staff and service providers, school personnel, and the staff of Napa County Health and Human Services. The Community Liaison is the first person clients come into contact with at the Center. It is his/her responsibility to help families feel comfortable in the Center, connect families with service providers and support the overall operations of the Center. The Community Liaison also supports these UVFC programs: Economic Success and Health and Wellness. The Community Liaison is supervised by UVFC's Economic Success Program Manager and is the lead staff member for the *Community Connections* program.

### **A) Operations**

1. Open and close Calistoga site each business day.
2. Serve as initial greeter and screener of all clients who visit or call the center.
3. Open correspondence and distribute accordingly.
4. Maintain daily contact log of client activity and enter resource/referral services into database regularly.
5. Maintain organization and tidiness of the Family Center, including weekly organization of the Center bulletin boards, calendars and brochures, filing administrative documents.
6. Perform other duties and responsibilities as assigned.

### **B) Community Connections**

1. Refer clients to specific service providers in cooperation with Family Services manager and conduct follow-up as needed.
2. Assist all clients with referrals and applications regarding public benefits, including Medi-Cal in cooperation with other staff.
3. Collect resource materials and distribute to clients and staff members.
4. Maintain up-to-date resource binders of county-wide services.
5. Coordinate annual community event: Back to School Family Celebration.

**C) Economic Success**

**a. *Tax Assistance (VITA):***

1. Coordinate the Calistoga and Farm Workers camps VITA clinics during tax season.
2. Perform intake and prepare tax returns year-round.
3. Enter program data in data base.

**b. *Holiday Assistance:***

1. Coordinate the Holiday Assistance Program for Calistoga residents in coordination with the Napa Co HAP Coalition.

**D) Health and Wellness**

1. Refer and assist clients with referrals and application to Medi-Cal and other health insurance services in cooperation with Family Advocate and Immigration Programs Coordinator.
2. Assist in community outreach events providing information regarding public benefits, including Medi-Cal.

**E) Immigrant Integration:**

1. Provide assistance to the Immigration Program Coordinator with scheduling client appointments and processing fees.

**EDUCATION and/or EXPERIENCE:**

An appropriate combination of education and experience to perform the essential duties is required. The ideal candidate will have:

- excellent written and verbal communication skills in English and Spanish
- 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
- 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 [jcantera@upvalleyfamilycenters.org](mailto:jcantera@upvalleyfamilycenters.org). Position open until filled. No phone calls please.

UpValley Family Centers is an equal opportunity employer.