



UpValley Family Centers Job Description: Community Liaison

Employment Type: Full-time, non-exempt

Starting Salary: \$21/hour or depending on experience

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

Location: Alternates between St Helena office, 1440 Spring St, St Helena, CA 94574 and Calistoga office at 1500 Cedar St, Calistoga, CA 94515

About UpValley Family Centers (UVFC): 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 Community Liaison is the first person clients come into contact at the UpValley Family Centers (UVFC). This position is ideal for someone who enjoys helping families feel welcomed and comfortable, feels motivated to connect people to resources and opportunities, and likes managing the overall operations of a front office. This position provides guided referrals and information to the community and alternates supporting UVFC's offices in Calistoga and St. Helena. He/she works collaboratively with UVFC staff and service providers, school personnel, and Napa County Health and Human Services. The Community Liaison also assists with these UVFC programs: Economic Success, and Family & Senior Wellness. The Community Liaison is the lead for UVFC Community Connections services and is supervised by UVFC's Economic Success Program Manager.

A) Front-office Operations: Provide office coverage as follows:

1. Assist in opening and closing St Helena and/or Calistoga site each work 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 Centers, including weekly organization of the Center bulletin boards, calendars and brochures, filing administrative documents.
6. Provide support for coverage at sites needed for St Helena and Calistoga.
7. Perform other duties and responsibilities as assigned.

B) Community Connections

1. Refer clients to specific service providers in cooperation with Family & Senior Wellness Program leaders and conduct follow-up as needed.
2. Screen clients for eligibility for COVID or wildfire recovery program services and schedule client appointments.
3. Refer and assist clients with referrals and application to Medi-Cal and other health insurance services; in cooperation with program staff.

4. Assist with community outreach, providing information regarding public benefits such as Medi-Cal, as well as COVID-19 vaccines/related resources.
5. Collect agency resource materials and distribute to clients and staff.
6. Keep informed about available in-house UVFC programs and services and provide clients with information about those resources.
7. Maintain up-to-date resource binders of county-wide services.
8. Assist with coordination of UVFC's annual Dia de los Muertos event.
9. Other duties as assigned.

C) Economic Success

1. *Tax Assistance (VITA):*

- a. Support St. Helena/Calistoga VITA clinics during tax season.
- b. Perform intake and prepare tax returns year-round.
- c. Enter program data in database.

2. *Holiday Assistance:*

- a. Support upvalley residents to apply for the Holiday Assistance Program, in coordination with the Napa County HAP Coalition.

3. *Construction Training Program:*

- a. Manage outreach and recruitment of students.
- b. Register students for orientation and enrollment.
- c. Provide case management for all students, assessing barriers; provide resources, coaching, etc.
- d. Focus on helping students to access promotions at current employer, new positions in the field and continuing education.
- e. Support/coach graduates to apply for jobs as detailed in Career Plan. Hold team meetings to coordinate individual hiring tasks/plans.

E) Immigrant Integration:

1. Provide assistance to the Immigrant Programs Coordinator with scheduling appointments.

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, 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. Position open until filled. No phone calls please.

UpValley Family Centers is an equal opportunity employer.