

UpValley Family Centers



Position Title: Community Liaison

Employment Type: Full-time, 40 hours/week, non-exempt

About UpValley Family Centers: UpValley Family Centers is a dynamic nonprofit organization that provides prevention services to strengthen children, adults, and families. Our mission is to provide guidance, support, and resources in the community, the home, and the individual so everyone can achieve a better life. Our offices are located in Calistoga and St. Helena; we serve children, youth, adults, and seniors. Taking a prevention-focused, community-responsive approach, our broad scope of services includes guided information and referrals, access to health services and other resources, education and mentorship opportunities for all ages, case management and counseling services, disaster relief and emergency preparedness services, and more. Learn more at www.upvalleyfamilycenters.org

About this Position: The Community Liaison greets clients by phone or in person, and provides information and guided referrals for a range of resources, working primarily in UVFC's office on the Calistoga Elementary School campus. The Community Liaison works collaboratively with UVFC staff, school personnel, partner organizations, and service providers to address community needs. They are the first person clients come into contact with at the Center. It is the Community Liaison's responsibility to help families feel comfortable, listen and assess needs, and provide clients with information and assistance. They also manage the overall operations of the Center. The Community Liaison also supports activities in UVFC's Economic Success and Family Health and Wellness Programs. The Community Liaison is supervised by UVFC's Economic Success Program Manager. This position is ideal for a person who enjoys working with diverse populations, likes to problem-solve, and gets satisfaction by connecting people with information and resources.

Essential Duties and Responsibilities:

Operations

- Open and close operation site each business day.
- Serve as initial greeter and screener of all clients who visit or call the center.
- Open correspondence and distribute accordingly.
- Maintain daily contact log of client activity; enter referral services into client database regularly.
- Maintain organization and tidiness of the Family Center, including weekly organization of the Center bulletin boards, calendars and brochures, filing administrative documents.

Community Connections

- Refer clients to service providers and conduct follow-up as needed.
- Assist all clients with referrals and applications regarding public benefits, including Medi-Cal in cooperation with other staff.
- Collect resource materials and distribute to clients and staff members.
- Maintain up-to-date resource binders of county-wide services.
- Coordinate Calistoga Elementary School "Tissues and Tea" event for new kindergarten parents.
- Ensure that all clients who walk in our doors are aware of all services offer by UVFC.
- Coordinate community presentations on a needed basis.

Economic Success

- **Tax Assistance:** Support the Calistoga Volunteer Income Tax Assistance (VITA) clinics during tax season; participate in training and certification activities; perform intakes and prepare tax returns year-round. Enter VITA program data in database.
- **Holiday Assistance:** Assist with coordination of the Holiday Assistance Program (HAP) for Calistoga residents in collaboration with the Napa County HAP Coalition.

Health and Wellness

- Maintain knowledge of Medi-Cal program eligibility and covered services; attend trainings, monthly Health Application Assistors and Advocate meetings, and communicate with partner organizations to stay current with accurate information.
- Refer and assist clients with referrals and applications to Medi-Cal and other health insurance services in cooperation with other UVFC program staff. Track outreach/application activities.
- Assist with outreach events providing information about public benefits, including Medi-Cal.
- Refer and assist clients with referrals and applications to Medi-Cal and other health insurance services.
- Assist in community outreach events, providing information regarding public benefits, including Medi-Cal.
- Other duties as assigned.

Desired Qualifications:

- Required: 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 and internet navigation.
- Knowledge of community resources available to individuals and families in Napa County.
- Bilingual in English and Spanish is a plus.
- Desire to be part of an organization supporting individual and family wellness and working towards solutions that address societal inequities.
- Understanding of/experience working in a nonprofit organization.
- Valid Driver's License and insurance, or other means of reliable transportation.
- Conduct a fingerprint background check and TB test and receive clearance.

Hours of Work:

Our business hours are 8:30 am - 5:00 pm. General working hours will be during our regular business hours, though schedule might vary, including some evenings and weekends according to work duties.

This job description is intended to indicate the kinds of work duties required in this position. It is not intended to limit or in any way modify the rights of any supervisor to assign, direct, and contract work of staff under his/her supervision. The use of a particular illustration describing duties shall not be held to exclude other duties, not mentioned, that are of a similar level or difficulty.

Wage Range: \$19.87 – \$29.80 per hour

Actual payment within range will be contingent on several factors, including but not limited to the candidate's qualifications, education, experience, internal equity, and alignment with market data, following our compensation philosophy. Anticipated starting salary not expected to exceed the range median.



Benefits: Our competitive benefits package includes full health, vision, and dental insurance, 401K match contribution, 10 days of vacation increasing with tenure and 12 days of sick time, 14 paid Holidays, plus a floating Holiday and paid holiday time between Christmas day and New Year's Eve. 3% one-time increase over starting salary for Spanish/English bilingual skills. Annual training budget, supportive and team-oriented work environment. UpValley Family Centers is a Blue Zones Project Approved™ organization that provides a variety of opportunities designed to foster employee wellness. We are committed to creating an equitable, sustainable, joyful culture where each team member can thrive.

To Apply: Email cover letter and resume to Lupe Maldonado, Program Director at lmaldonado@upvalleyfamilycenters.org. Position open until filled. No phone calls, please.

UpValley Family Centers is an equal-opportunity employer committed to maintaining a diverse staff and providing culturally responsive services.