



Position Title: Community Liaison

Status: Temporary up to 6 months, Part-Time 18 hours/week, Non-Exempt
Schedule: Tuesday-Fridays (Morning Shift)
Supervisor: Program Director, Economic Success
Pay Range: \$21.29 - \$31.93/hour
Work Location: Calistoga, In-Office
Benefit Eligibility: Part-Time Employee Benefits

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 Vermeil office. The Community Liaison works collaboratively with UVFC staff, 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 to and assess needs, and provide clients with information and assistance. They also manage the overall operations of the Calistoga Vermeil office. 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 Program Director. This position is ideal for a person who enjoys working with diverse populations, likes to solve problems, and gets satisfaction by connecting people with information and resources.

Essential Duties and Responsibilities:

- Open the Calistoga site each business day.
- Serve as initial greeter and screener of all clients who visit or call the center. This includes greeting clients for providers who are co-located in our Vermeil office.
- Open correspondence and distribute accordingly.
- Maintain daily contact log of client activity; update client profile information and enter services into client database regularly not excluding referrals.
- Maintain organization and tidiness of the Family Center, including weekly organization of the Center bulletin boards, calendars and brochures, filing administrative documents.
- Schedule providers who are co-located at our Vermeil office and ensure they have knowledge about our office operating procedures. If providers need support such as facility accommodations CL will connect with our operations department to address the needs.
- Responsible for coordinating and maintaining office equipment and supplies for Calistoga Vermeil office. This includes the ordering of office supplies.

Community Connections

- Educate community members about services available to them.
- 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 them to clients and staff members.
- Maintain up-to-date resource binders of county-wide services.



- Ensure that all clients who walk through our doors are aware of all services offered by UVFC.
- Coordinate wellness activities in partnership with Burbank Housing, to ensure that community members have accessible services where they live.

Economic Success

- **Holiday Assistance:** Assist with coordination of the Holiday Assistance Program (HAP) for Calistoga residents in collaboration with the Napa County HAP Coalition.
- **Employment support:** Assist clients with employment related needs, including job search, application assistance and creating job resumes and cover letters.

Health and Wellness

- Maintain knowledge of Medi-Cal program eligibility and covered services; attend training, 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.
- Provide application assistance support for housing, DMV, unemployment benefits, and other government sponsor programs.

Qualifications:

- Bilingual in English and Spanish is required.
- Excellent customer service skills and service oriented.
- Ability to work with diverse ages and backgrounds.
- Ability to solve problems in the moment.
- Ability to respond in a calm demeanor when dealing with upset or clients in crisis.
- 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 is available to individuals and families in Napa County.
- 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, insurance, or transportation
- Conduct a fingerprint background check and TB test and receive clearance

Hours of Work:

Tuesday-Fridays (Morning Shift); with occasional schedule changes at mutually agreed upon times. General working hours will be during our regular business hours, though schedule might vary, including some evenings and weekends according to work duties.

Notice: 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.

Pay Range: \$21.29 - \$31.93/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 is not expected to exceed the range median.

Benefits: Our benefits package for temporary staff includes 5 days of sick time, plus a 3% one-time increase over starting salary for Spanish/English bilingual skills. 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. We prohibit discrimination or harassment based on any protected class and encourage applicants from all backgrounds to apply.