

## CAREER OPPORTUNITY



**Title:** Hispanic Outreach Program Assistant

**Hours:** 19 hours per week

### **Brief Description:**

As a member of the Mission Services team, the Outreach Program Assistant will provide culturally competent, bilingual social services to Hispanic/Latino families and individuals in the Greater Dayton area. This position provides outreach to develop relationships with individuals, businesses, and other non-profits in the Greater Dayton area and to identify the needs of the Hispanic/Latino community and the resources available to this target population. This position requires engagement in case management activities such as intake and referral, the use of bilingual communication skills, and includes maintenance of client records and data entry.

### **KEY RESPONSIBILITY AREA MAIN DUTIES (Not all-inclusive)**

#### **I. Direct Client Support and Outreach Coordination**

1. Provide direct client services to individuals and families and engage in activities on behalf of direct program goals.
2. Respond to referrals and inquiries for services, completing brief phone and in person screenings to determine service needs of potential clients within the target population.
3. Serve as the first point of contact for clients seeking services and provide internal and external referrals to address identified service needs.
4. Maintain knowledge of existing internal and external community social service programs and resources available to the Hispanic/ Latino community in the Greater Dayton area.
5. Provide culturally competent services including arranging language access supports when needed, to all families and individuals receiving services.

#### **II. Data Entry and Case Support**

1. Appropriately document client encounters utilizing computer-based case management software (Apricot).
2. Serve as the primary support for entering and updating client case records in the agency case management data base.
3. Maintain case files and ensure appropriate documentation of intakes, case notes, referrals, and units of service delivery.

### **Minimum Education, Knowledge and Experience:**

- Associate degree or equivalent OR exceptionally related work or volunteer experience and bilingual skills may be considered in lieu of degree
- At least two years related work/intern/volunteer experience
- Skilled in client engagement and assessment
- Ability to plan and coordinate services
- Sound knowledge of community resources
- Ability to work with other community organizations
- Sound assessment and communication skills
- Ability to work with diverse populations
- Ability to be adaptable and work independently

*Interested candidates should send a resume with salary requirement to:*

*Human Resources, Catholic Social Services of the Miami Valley, 922 W. Riverview Ave., Dayton OH 45402*

*or e-mail to [jobs@cssmv.org](mailto:jobs@cssmv.org) or fax to 937.222.6750*