



211 LA COUNTY

INFORMATION AND REFERRAL FEDERATION OF LOS ANGELES COUNTY
A Non-Profit 501(c)(3) Serving Los Angeles County since 1981

Make a difference in your community! Since 1981, 211 LA County has been a leader in the Information and Referral industry by providing access to comprehensive social services and disaster support for Los Angeles County residents, 24 hours a day, 7 days per week to over 50,000 resources.

POSITION:	COMMUNITY PARTNERSHIPS COORDINATOR	REPORTS TO:	PUBLIC AFFAIRS & COMMUNITY RELATIONS DIRECTOR
STATUS:	NON-EXEMPT	DEPARTMENT:	PUBLIC AFFAIRS
TO APPLY:	SEND RESUME TO: HR@211LA.ORG	DATE:	AUGUST 25, 2017
	FAX: 626-299-2992	DEADLINE:	SEPTEMBER 8, 2017

POSITION SUMMARY:

The Community Partnerships Coordinator is a member of the Public Affairs team, and engages and builds relationships with community organizations to support 211 LA's strategic objectives. The Community Partnerships Coordinator conducts outreach, presentations, and trainings for organizations, and works to ensure positive partner relations, high customer service standards and maximized use of 211 LA's services. Travel and some evening and weekend availability required.

POSITION ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

- Helps to grow 211 LA's reputation as a valuable community partner and the go-to resource for social services connections.
- Builds strong relationships and consistent ongoing communication with community organizations and collaboratives, including cultivating 211 champions in the community.
- Proactively creates opportunities for outreach, engagement, and training with community-based organizations, local governments, and County offices.
- Delivers presentations and trainings on 211 LA's programs, services, resource database, technology, data, and website.
- Works with the Resource Department to identify and connect 211 LA to new resources.
- Supports 211 LA's Outreach Coordinator at events and in the community as needed with excellent customer service, deep knowledge of 211 LA resources, referral process, and programs, and commitment to engaging, connecting, and empowering residents of LA County.
- Assists as needed with planning, organizing, implementing and attending 211 LA events.
- Assists with writing, editing, and updating communications materials and campaigns; including preparing presentations and writing content for print materials, website, and social media.
- Assists with social media posting as needed; tracks target people, organizations and topics on social media.
- Responds promptly to requests for trainings and presentations, and serves as a reliable, responsive contact for the organization.
- Prepares regular reports on community partnership activities and events, including reporting feedback from partner organizations.
- Keeps on top of trends in health and social service delivery and collaborations & County department campaigns, and provides input to Public Affairs team for development of online, in-person, and other outreach strategies.

- Creates and maintains community partners contact database.
- Consistently offers to assist where needed; accepts and supports change; recognizes individual differences when interacting with team members.
- Initiates ideas and assesses risk; follows through on projects; contributes to maintaining positive morale within the team; encourages creative ideas and inter-group cooperation.
- Performs all duties in accordance with established Agency mission and values.
- Assumes other related responsibilities as appropriate or assigned.

IDEAL CANDIDATE WILL HAVE:

- A strong drive to engage, connect, and educate people about 211 – loves to be the connector!
- Highly motivated, proactive, and a go-getter.
- Outgoing, extroverted personality; enjoys engaging people.
- Excellent listening, face to face, verbal, and written communication; friendly, approachable, and professional customer service attitude.
- Thorough understanding of human services and the way they are delivered.
- Thorough working knowledge of the information and referral process and social services delivery.
- Working knowledge of Agency policies, procedures and generally accepted practices specific to the position.
- Effective organizational skills, follow-through, and the ability to handle multiple activities with changing priorities simultaneously.
- Ability to work effectively with people of diverse cultures, ages, and economic backgrounds.
- Personal computer skills with expertise in Microsoft Word, Excel and PowerPoint.
- Strong writing and presentation skills.
- Current and valid driver’s license and proof of insurance when using vehicle on official Agency business.
- Ability to travel as needed including multiple days per week to achieve Agency objectives; may be required to work evenings and weekends, including multiple weekend days per month.
- Availability at short notice for undetermined schedule to respond to county emergency response in the event of an unforeseen emergency or disaster.

REQUIRED EDUCATION AND/OR EXPERIENCE:

A Bachelor’s Degree in a relevant field and minimum of 5 years experience in the Information and Referral, social services, health, or related non-profit field, and experience with public speaking, training, and presentations.

PHYSICAL DEMANDS:

As a 211 LA County **Community Partnerships Coordinator** you will regularly be required to: work at a desk, conference table and work at a computer for extended periods of time. You will be frequently required to walk, sit, stand, lift up to 25 pounds unassisted, setup tables and canopies, and drive to locations to attend meetings and events.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing duties of this job, the employee is regularly required to: work in an indoor climate controlled environment with moderate noise levels and have contact with the public, and work outdoors at events with moderate to high noise levels and extensive contact with the public.

The employee is frequently required to: work in an environment with office machines, and to travel to off site locations for meetings or other agency business.

COMPENSATION RANGE:

\$43,000 – \$50,000 per year, DOE. Salary is commensurate with prior experience, education, and abilities.

EMPLOYEE BENEFITS:

- Full Medical, Dental, Vision and Chiropractic/Acupuncture Coverage.
- 401(k) Plan; with 4% Employer Contribution (After 1 Year of Employment).
- Employer Sponsored Basic Life Insurance.
- Voluntary Supplemental Life Insurance and Long Term Disability Insurance.
- Employee Assistance Program (EAP).
- Voluntary Pet Insurance (VPI).
- Voluntary Flexible Spending Account.

Veterans or Former Military Welcomed

211 LA County is an equal opportunity employer and complies with all applicable federal, state and local employment laws. 211 LA County strictly prohibits and does not tolerate discrimination because of race, color, religion, sex (including pregnancy), national origin, sexual orientation, gender identity or expression, age, disability, military status, or genetic information. This applies to all stages of employment, including, but not limited to, hiring, training, promotion, discipline, compensation, benefits and termination of employment.

211 LA County complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act, and all applicable state or local law. Consistent with those requirements, 211 LA County will reasonably accommodate qualified individuals with a disability if such accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship. 211 LA County will also provide reasonable accommodations for an employee's sincerely held religious beliefs or practices, unless doing so will not create an undue hardship. 211 LA County prohibits, any form of discipline, reprisal, intimidation or retaliation for good faith reports or complaints of incidents of discrimination of any kind, pursuing any discrimination claim or cooperating in related investigations.