



## COMMUNITY ENGAGEMENT COORDINATOR JOB DESCRIPTION

**Position:** Community (Outreach) Engagement Coordinator  
**Department:** Advocacy and Community Engagement  
**Supervisor:** Director of Advocacy and Community Engagement/Leadership team  
**Job Status:** Full Time  
**Classification:** Hourly, Non- Exempt  
**Salary:** 45k to 50k

### GENERAL DESCRIPTION:

The Community Engagement Coordinator is responsible for providing community outreach education about DCS programs and services. Works collaboratively with Director of Advocacy and Community Engagement on outreach, workshops, deaf culture and accessibility sensitivity workshops to external organizations. Develops content and script for video vlogs regarding San Diego community information and services, DCS information flyers and workshops. Develop collaborative relationships with local community based organizations (CBOs) for resources and others such as schools, medical facilities, and first responders, etc. for potential education engagements. Attends community events and resource fairs as an exhibitor and/or presenter to provide outreach and education. Collaborates with Media Coordinator on planning and execution of marketing, including dissemination of information through social media. Provides support to the team in providing advocacy services. Additional projects based on strategic plan and contracts.

### ESSENTIAL JOB FUNCTIONS:

#### Outreach:

- Works with all departments within DCS to ensure that they maximize their outreach efforts by learning about each department and connecting them to likely members and candidates in the community.
- Contact local resources such as other community based organizations (CBOs), schools, medical facilities for potential education engagements, informs of telecommunications and utility topics and DCS services; provide DCS literature as requested
- Build and maintain relationships with local resources
- Provide Community educational workshops and presentations on a variety of topics including but not limited to telecommunications and utilities, improving the mental, physical, and/or social health of members of the deaf and hard of hearing community, including Deaf Awareness Training and ADA compliance. Additionally, provide educational topics and resources related to domestic violence and sexual abuse.
- Attend community events and resource fairs as an exhibitor and/or presenter to provide outreach and education
- Stay up to date on key trends and new information related to a variety of topics that meet the needs of the clients and community members.

#### Advocacy:

- Assess client needs and develop service plans and strategies to assist in achieving their goals and obtain necessary services and resources.
- Provide direct case management and advocacy services to consumers in a variety of settings including but not limited to social security, HUD, medical, IEP, intimate partner violence and related topics and
- Conducts case management appointments, and records data of such appointments in the database.
- Teach, empower and inspire self-confidence and independent living skills
- Advocate for communication access, appropriate accommodations and cultural understanding. Advocate for self-empowerment and independence.
- Complete data entry and maintenance of required charts, reports and outcome measures
- Develop, coordinate and present self-advocacy and empowerment sessions and activities and workshops on a variety of topics relevant to the San Diego Deaf Community
- Maintain confidentiality and privacy standards in accordance with agency policies and applicable regulations and laws including HIPAA
- Develop and implement goals, objectives, policies, and procedures related to client support, including victim assistance, which reflect the mission, values, and needs of clients and the organization.

**Other:**

- Perform other duties as assigned

**QUALIFICATIONS:**

**Education:**

- Bachelor's degree in community outreach, community education, media/marketing, social work, counseling, rehabilitation, or related field,

**Experience/Knowledge:**

- Minimum of two years' experience providing outreach/engagement work advocacy, or similar preferably in a social service setting with Deaf and Hard of Hearing population.
- Thorough familiarity with Deaf Culture and knowledge about Deaf, Hard of Hearing, DeafBlind and Late Deafened people.

**Skills:**

- Fluent in American Sign Language and ability to adapt to various signing styles of community members
- Detail oriented and strong organizational skills
- Foster creativity in developing ideas for content development, video production, and resource-sharing.
- Self-initiative and thrive to meet demanding deadlines
- Experience in public presentations

**Other Qualifications:**

- Possesses excellent computer skills utilizing word processing, email, calendar, spreadsheet, PowerPoint and database applications
- Must possess reliable transportation and be able to attend off-site activities regularly

## Core Competencies:

- **Communication**--Communicates clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Teamwork**--Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Motivation**--Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Planning/Organizing**--Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Quality**--Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Dependability**--Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Initiative**--Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Diversity**--Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics**--Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
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Employment with DCS is an "At-Will" relationship. DCS is an Equal Opportunity Employer.

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Employee Signature

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Date

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Supervisor Signature

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Date