



Job Description – Community Engagement Specialist

Position Title: Community Engagement Specialist

Position Description: This is an exempt, salaried, full-time position. The Community Engagement Specialist is responsible for providing casework service at the Outreach Center; individualized coaching to those receiving services in PCRC's food programs; and represent PCRC in community engagement opportunities.

Qualifications: Proven ability to work cooperatively with staff and volunteers of all ages, ethnic backgrounds and socioeconomic levels. Experience and comfort working with persons in crisis. Knowledge of community resources and social work practices with high-risk populations. Ability to motivate others towards achieving goals. Ability to work independently. Position requires good organizational and listening skills, clear verbal and written communication skills, including solid computer skills. Associate's degree in Human Services or a related field is required, a Bachelor's degree preferred. Must possess a valid driver's license, current auto insurance and have own transportation. Child Abuse Clearance, Criminal Background check and FBI Fingerprints are required. Physical qualifications include ability to lift up to 25 lbs and to bend, stoop, sit and stand.

Specific duties include the following:

- Will be lead staff participating in a More Than Food pilot program, with the following expectations for that program:
 - Participate in motivational interviewing (MI) training to become skilled using MI techniques
 - Recruits and engages client participation in this program
 - Provide holistic coaching / case management services using motivational interviewing to clients at a food pantry including intake assessment, goal-setting, long-term case management plan, progress monitoring, and providing appropriate community referrals
 - Offer coaching services and maintain a caseload of 10-15 clients during pilot
 - Meet with clients at regularly scheduled sessions for a period of 8-12 months. Sessions will occur bi-weekly for the first 3 months, and monthly for months 4-9.
 - Provide all required documentation in a timely manner, which may include a contact log, outcome evaluation forms and client contact sheets
 - Participate in monthly reflective supervision meetings
 - Develop strategies to engage new clients into the coaching program who are receiving services from the food pantry to ensure a full case load.
- Responsible for PCRC Oil Assistance program, including all documentation and tracking of funds associated with this program
- Represents PCRC in community collaboration opportunities as they relate to PCRC casework and community engagement, and other opportunities, as assigned by supervisor
- Participates in ad hoc program committees as they relate to Casework and community engagement
- Communicates concerns or issues in a timely fashion to supervisor regarding areas of responsibility
- Maintains confidentiality of all information related to clients
- Interacts with staff, volunteers and clients in a courteous, respectful manner
- Is able to assist in any other area of the Cluster Outreach Center client programs in the absence of other staff and as needed

To apply, please email your resume to pcrcjobs@pottstowncluster.org.