

# Big Bend CoC Community Engagement Liaison Position Description

**Job Title:** Community Engagement Liaison

**Status:** Full-time, salaried with comprehensive benefits

**Salary Range:** \$45,000 - \$48,000

**Location:** Tallahassee, Florida

## ABOUT US

Big Bend Continuum of Care (BBCoC) is a non-profit organization responsible for coordinating the homeless system of care covering Leon, Gadsden, Wakulla, Liberty, Jefferson, Franklin, Madison and Taylor Counties in the North Florida Panhandle. BBCoC's goal is to end homelessness by utilizing accurate and meaningful data to set priorities, high-quality best practices, and evidence-based interventions. To effectively end homelessness, Coordinated Entry and assessment is essential for clients to access permanent housing options and supportive services.

## POSITION SUMMARY

Under the direction of the BBCoC Executive Director, and in cooperation with other BBCoC team members and partners, the Community Engagement Liaison will plan, develop, implement, and analyze community relations and education campaigns, marketing efforts, and related events. The position will engage with businesses and faith-based partners to educate and enhance relationships. This position is funded in part by Leon County and the City of Tallahassee.

## ESSENTIAL JOB FUNCTIONS

- Builds and maintains relationships with business and faith-based stakeholders.
- Plans, develops, implements, and organizes events and volunteers to advance the education on homeless services.
- Organizes community outreach programs and coordinates special events that will promote the mission of the Big Bend CoC.
- Uses social media to coordinate community relations.
- Drafts and distributes/publishes various content pieces that promote education and advocacy according to the BBCoC Mission to end homelessness.
- Works with Executive Director to promote positive publicity materials and distributes them through a variety of channels.
- Responds to inquiries from community members and other interested parties and makes referrals for additional community resources and programs to assist.
- Assist Executive Director with planning and coordination of special events hosted by the Big Bend CoC.
- Performs other related duties as assigned.

## Point In Time County

- Assists with coordination of volunteers for Point in Time Count

## Professional Development

- Keep abreast of training related to CoC programs, CE, affordable housing, and RRH Programs and seek approval to attend trainings annually.
- Participation in webinars related to CoC function, CE, affordable housing, and RRH Programs (including ESG), funding providers, or as assigned.

## BBCoC Operations and Planning

- Respond to requests from CoC partner agencies in a timely and thorough manner
- Effective verbal and written communication
- Respond timely to requests for information or documents in a timely manner
- Assist in monitoring funded program performance

- Attend community events to represent agency
- Assist ED when needed
- Other duties as assigned or necessary in the provision of housing services

#### **QUALIFICATIONS AND REQUIREMENTS**

- Bachelor's degree in communication, Public Relations, Marketing, or related field.
- At least two years of work in public relations OR at least two years of work in a related field.
- Knowledge of homelessness programs and/or work with vulnerable population preferred.

#### **REQUIRED BACKGROUND/KNOWLEDGE**

- Superior knowledge of office equipment and technology; excellent computer skills
- Microsoft Office Suite (Word, Excel, Outlook, PowerPoint, etc.)
- Proficient use of inter- and intra-office communication tools such as email, video conferencing, teleconferencing, GoToMeeting, and similar tools
- Proficient in educating adults on federal regulations and requirements
- Excellent persuasion skills.
- Ability to work well under pressure and manage sensitive or controversial subjects with tact, kindness, and professionalism.

#### **DEMONSTRATED SKILLS**

- Effectively present information and respond to questions in public
- Ability to work autonomously while creating new programming
- Ability to work effectively and professionally with people from diverse backgrounds
- Ability to learn quickly, handle multiple tasks simultaneously, anticipate and meet established deadlines, and regularly produce high-quality work products in a deadline-driven environment
- Ability to read, interpret and train on housing assistance programs and regulations
- Team player and collaborator that sparks creative solutions

#### **PHYSICAL REQUIREMENTS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to successfully perform the essential functions.

- Sitting – Approximately greater than 1/2 of on-the-job time
- Talking or hearing – Approximately greater than 2/3 of on-the-job time
- Weight lifted/force exerted – An average of approximately up to 10 pounds, non-continuously
- Physical requirements listed are primarily applied to the ability to lift and move paper supply, files, etc.
- Driving – Approximately 1/3 of on-the-job time

#### **OTHER REQUIREMENTS**

- A valid driver's license and proof of current automobile insurance and reliable transportation
- Occasional out-of-state travel for professional conferences/training (generally less than one week for each occurrence)
- Local or in-state travel for community meetings or onsite support
- Schedule may fluctuate based on workload