

Chesapeake Multicultural Resource Center

Hispanic Outreach Coordinator

June 2017

The Chesapeake Multicultural Resource Center is a 501c3 non-profit organization whose mission is to be the trusted source of information for people from different cultures to assist them to integrate into Eastern Shore communities. By providing referrals and information, we will encourage and support newcomers to become successful and engaged community members. The Hispanic Outreach Coordinator is a full-time paid position.

Position Description

The Hispanic Outreach Coordinator will assist with connecting Spanish speaking community members to essential resources in the community as well as connecting service providers to Spanish speaking community members. Activities are to include:

- Assisting with coordination of a wide range of informational and educational programs and activities for both adults and youths including after-school programming & parent literacy (ESL) classes,
- Assistance with legal screening for immigration, health, and other direct and referral services
- Assistance with implementing new translation, cultural competency and interpreter program,
- Translation services.

This also involves outreach to the immigrant community for assessment of community needs and interests. The Hispanic Outreach Coordinator will be responsible for locating or creating and translating relevant program materials and coordinating delivery of program materials to multiple locations in the Mid-Shore area.

The Hispanic Outreach Coordinator is a 40-hour per week position which reports to the Director and Assistant Director. This position requires a person who is fully bilingual in English and Spanish. Programs could be at times conducted in evenings and/or on weekends. Must provide own transportation with reimbursement for mileage.

Essential Job Functions:

To be a trusted, results oriented provider of services and assistance to our clients through:

- Outreach as needed to immigrant community by visiting neighborhoods, schools, community centers and churches. Understand the challenges faced by immigrant families and articulate their situation to service providers and the community at large.
- Based on the needs and cultural barriers identified, ability to identify programs available from service providers and/or current partners and search the web for relevant program material. Adapt and translate as needed.
- Comprehensive management of the delivery of programs either by partner organizations or through volunteer teachers. Organize the set-up of facilities, availability of materials and supplies and other logistical details. Ability to conduct or interpret programs and workshops as needed.
- Establish relationships with local organizations such as churches, community centers and service organizations to explain programs available and request permission to use their facilities to present programs. Alternatively, provide program materials to organizations that want to conduct their own programs.

- Research best practices and develop a volunteer recruitment, management and training process. Coordinate volunteer participation as program presenters, mentors and tutors.
- Market and promote programs and educational activities within the immigrant community.
- Captures and maintains reportable outcome measures for program activities. Obtain feedback from users as a basis for continually improving the program offering.

Personal Attributes and Competencies

- **Client service oriented—earning their trust and delivering results**
- Public presence and effective communication and public speaking skills
- Passionate about community service with superb leadership skills
- Cultural sensitivity and competence; ability to build trust and effective working relationships with the communities served.
- Self-starter, with ability to work independently and driven to produce results.
- Works well in a team environment.
- Quick learner who can rapidly distill and synthesize information.
- Creative thinker able to articulate needs, research and apply learning to conceptualize and implement new programs and outreach ideas.
- Excellent listening and interpersonal skills. Enthusiasm, energy and a good sense of humor.

Qualifications and Experience

- Four-year college degree preferred, plus relevant work experience.
- Fully bilingual in Spanish/English. Must be US citizen or have work authorization.
- Knowledge of immigrant communities, particularly those in the Mid-Shore area.
- Knowledge of available community resources, particularly those offering outreach education in health, education, employment and legal services/court system.
- Demonstrated experience with organization and project management.
- Supervisory experience or knowledge of the fundamentals of management and leadership.
- Internet savvy and proficient with typical office software applications.

To Apply: Please send a cover letter and resume to the Director at info@chesmrc.org or send them to ChesMRC, PO Box 1990, Easton MD 21601 by July 15th 2017.