

Tri-Valley Nonprofit Alliance
Position Description
TVNPA Community Engagement Manager

Background

The Tri-Valley Nonprofit Alliance (TVNPA) is a 501(c)(3) nonprofit organization founded in 2014. Based in Livermore, California, TVNPA was created to serve nonprofit organizations and their clients throughout the San Francisco Bay Area. For nine years, TVNPA has served the community through the following:

- Monthly Educational Programs and Memberships
- Tri-Valley Nonprofit Fund
- CommonPoint Nonprofit Center
- Tri-Valley Anti-Poverty Collaborative

As a trusted community leader for nine years, TVNPA has developed a solid network of nonprofits, building partnerships and coalitions, to bridge the gap in racial and socio-economic disparities and address barriers to care for the most vulnerable in our community.

A key program for TVNPA is the Tri-Valley Anti-Poverty Collaborative (TVAPC), a cross-sector collaboration to address the topic of hidden suburban poverty. Over forty organizations have participated with TVAPC representing government agencies, school districts, nonprofits and safety net service providers, the business community, faith-based organizations, and residents. TVAPC brings attention to the upstream variables that lead to disparities in economic, health, education, and quality of life outcomes called the Social Determinants of Health and advocates for the redress of inequitable conditions.

In 2023, TVNPA will launch the Tri-Valley Nonprofit Alliance Coalition, a program funded by Alameda County Health and Human Services, to address community resilience and assist with the expansion of vaccine access to support the Alameda County Covid-19 response to the economic and social impacts of the Covid-19 pandemic and other health issues disproportionately affecting Black, African American, Latinx, LGBT+, formerly incarcerated, limited English proficiency households, survivors of trauma and violence, those experiencing housing insecurity/homelessness, and undocumented residents in North Livermore.

Coalition members include Axis Community Health Center, Tri-Valley Haven, City Serve, and Open Heart Kitchen.

The Coalition will use best practices in health literacy strategies to create multilingual and culturally appropriate strategies to assist North Livermore residents' disproportionality affected by Covid-19. This will be done by deploying care coordinators, health educators, community canvassers, and outreach workers to communicate directly with residents to promote the wrap-around support services available through this safety-net network.

The Coalition will develop outreach and educational materials that will be shared through community outreach and canvassing strategies in neighborhoods, stores, parks, schools, and other locations in the target area. Materials will also be shared directly through each agency's case management and care coordination departments, and they will be placed in the food containers at food distribution sites.

The program will be headquartered at the TVNPA CommonPoint Nonprofit Center. Centrally located in North Livermore, it has proven to be a valuable resource center for nonprofits to share space and collaborate, and an easily accessible location for community members seeking services.

Position

Under the supervision of TVNPA's CEO, the Community Engagement Manager will serve as a direct liaison to assist community members in gaining access to healthcare and other vital resources. This position will connect individuals to TVNPA Coalition Partners as well as TVNPA member organizations for food, housing, employment, healthcare, and emergency services.

The Community Engagement Manager will also collaborate with TVNPA Coalition Partners, and Tri-Valley non-profit organizations, to coordinate information and referral services, outreach, and programming to reach individuals and families in need of direct services and support within the Tri-Valley area. This position is responsible for tracking referrals and following up on the status of services to provide monthly data for reports to Alameda County Health and Human Services.

As the main point of contact for community members seeking services, this position is responsible for opening and closing the CommonPoint Nonprofit Center M-F 8:30 AM-5:00PM. Duties also include booking and reserving shared space, and general upkeep of CommonPoint.

This is an on-site, forty hours a week, hourly position. The starting hiring range for this position is \$28.00 - \$30.00 per hour, depending on applicable experience and skills.

Essential Duties & Responsibilities

- Welcomes community members in need by responding to requests for service by phone, email, and in-person both during outreach and from the CommonPoint Nonprofit Center offices.
- Connects and shares resources and services information with individuals, non-profits, non-governmental agencies, faith communities, businesses, schools, and other organizations.
- Develops and implements collaborative approaches to partnerships related to services supporting city residents
- Regularly coordinates and communicates with nonprofit members, coalition members, faith-based organizations, and other applicable agencies on community resources and programs.
- Helps to coordinate and present community events on relevant projects or services for the TVNPA Coalition.
- Assist TVNPA Coalition members to host educational programs, school activities, resource fairs, workshops, conferences, and special events
- Attends and provides information at community-based organizations, educational programs, school activities, resource fairs, workshops, conferences, and special events
- Assist with creation of outreach opportunities within North Livermore neighborhoods
- Develops and maintains a services database or system to track services available to city residents and businesses, including contact information, resource descriptions, eligibility requirements, data and statistics, strategic and operational issues, action plans and strategies, resources, and other information relevant to the programs

- Assists in the implementation, and management of program strategies, procedures, goals, and performance measures: tracks and reports on the progress of goals and performance measures; makes recommendations for changes or improvements to achieve desired outcomes
- Provides access to services offered by government and community organizations to individuals and families in need

Other Duties:

- Opening and Closing the CommonPoint Nonprofit Center M-F 8:30-5:00
- Scheduling CommonPoint Nonprofit Center shared space
- Setting up for special events or conferences
- General upkeep of CommonPoint Nonprofit Center

***Performs other projects and duties as assigned**

Desired Qualifications

Bachelor's degree in Human Services, Social Work, or related field and a minimum of 1-year previous experience coordinating outreach or working with lower income or otherwise marginalized populations required. An equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities will be considered. ***Bilingual in Spanish is strongly preferred.***

Knowledge, Skills, and Abilities

- Ability to work and communicate with individuals with disabilities and make necessary adaptations
- Broad knowledge of poverty causes, trends, issues, and solutions
- Knowledge of existing community resources available to assist individuals in need
- Ability to apply comprehensive, practical, and technical knowledge with the use of analytical judgment and decision-making abilities
- Ability to consider different points of view and to use elements of persuasion to gain cooperation and acceptance of ideas, and to reach agreement
- Strong organizational skills and experience maintaining electronic and paper filing systems
- Ability to relate to diverse individuals and groups from a wide variety of educational and cultural backgrounds
- Knowledge of proper format, punctuation, spelling, and grammar, use of all parts of speech
- Strong customer service and client relationship skills
- Knowledge working with government, private and non-profit organizations on joint projects
- Ability to use independent judgment and decision-making within established policy
- Solid knowledge in the use of equipment in the completion of daily activities
- Ability to handle sensitive or stressful situations with tact and diplomacy
- Ability to handle and maintain confidential information

Equipment Used, Work Environment and Physical Activities

- **Driving:** May need, or have the ability, to drive personal vehicle in the ordinary course of business
- **Office Equipment:** Computer, keyboard, copier, scanner, printer, calculator, phone (desk and cell). Daily use of software programs including Microsoft Office Suite, Outlook, Word, Excel
- **Physical Activities:** Light physical activity that may include walking, sitting, standing, stooping, bending, reaching, lifting, and carrying
- **Lifting:** Ability to lift, carry, and exert up to 30 pounds
- **Vision and Hearing:** Must have visual acuity to see and read paper and electronic documents. Must be able to answer telephones, communicate conversation and respond to verbal inquiries
- **Exposure to Environmental Conditions:** May be exposed to extreme heat, cold, dry, wet, odors, smoke, loud noises, vibrations, dust or intense light, and biohazards
- **Schedule:** Position generally scheduled Monday - Friday; occasional weekend work. May require attendance at evening meetings or after-hour events
- **Additional Working Conditions:** May be exposed to work settings that vary in convenience and comfort
- **Reasonable accommodation may be made to individuals with disabilities for the essential functions of the job.**

NOTE: This job description is not intended to be an exhaustive list of all responsibilities and qualifications. Employees are accountable for all duties associated with this position.