

## Vacancy Announcement

*Ark Counseling and Wellness Center is a 501 (C)(3) faith-based nonprofit. The Ark Counseling and Wellness Center's is a 501(c)(3) faith-based nonprofit that conducts outreach; provides physical, mental, and spiritual support; teaches, shares insight with, and equips individuals to reach their full potential; and provides mental health counseling. We believe every individual deserves total well-being and rich fulfillment of their purpose in life.*

Announcement Number: ACWC-CCOC-2022-01

JOB TITLE: Community and Client Outreach Coordinator-FT

Opening Date:

Closing Date:

REPORTS TO: Executive Director

SCHEDULE: Flexible Hours

DIV/DEPT: Programs

DATE UPDATE: 1/11/22

## Community and Client Outreach Coordinator Job Description:

**Reports to: Executive Director and Program Directors**

**Supervises: Administrative Assistants and Interns**

We are searching for a talented and professional community and Patient outreach coordinator to maintain all **community outreach activities**. You will represent the company and work with the management team to develop and implement initiatives that increase company visibility within the surrounding community.

The Community and Client Outreach Coordinator will serve as an advocate and liaison between the Ark organization and community agencies and the populations served. The Community and Client Outreach Coordinator will also assist with scheduling appointments, information about programs and services, provide referrals to needed services, support, and follow-up. This position largely supports the work of the Organization's grant-funded Ark of God Counseling and Wellness initiatives. May include identifying and preparing Organization staff to participate in community events. Participates in county, city, and other coalitions to promote the Organization and identify opportunities for collaboration. Links community residents to Ark services. Conducts outreach to targeted clients of the organization via telephone, mail, or messages through our patient portal. Communicates with Ark providers to support care for clients; follows up with clients to provide referrals and support as needed. Maintains client's confidentiality and complies with HIPAA guidelines. Assists with special projects as needed.

You need to be self-motivated, enthusiastic, and community-driven to take on this exciting role. This position requires someone equipped with a positive attitude and readiness to be a team player.

# ***Responsibilities/Tasks***

## ***I. Community Outreach and Education***

- Create and implement a community and business outreach plan, including supervising the activities and services provided by Ark counseling and Wellness Center.
- Organize, attend, and present at business, community and neighborhood group meetings regarding programs and its impact.
- Maintain a calendar of outreach activities, including community events, workshops, appearances, and other communication opportunities.
- Reach out to the community, city staff; organize and participate at community outreach activities through effective communication to educate the broader community about the Ark Counseling and Wellness center, our activities, and programs.
- Participate, organize presentations to stakeholders and speak effectively before groups of customers or employees of organizations on Ark Counseling activities and Programs using PowerPoint.
- Oversee and implement public events, meetings, open house information sessions, etc.
- Schedule regular outreach exhibitions in the community.
- Oversee school education outreach and counseling program.
- Work closely with school administration to assess school needs in order to develop programming that is specific to those identified needs.
- Provide support in implementation and coordination of activities with outside services agencies, school sites etc.
- Develops and maintains relationships with community organizations, schools, foster agencies, etc. and assists with community activities that support the goals of the organization.
- Prepare an annual budget for community outreach activities.
- Advise applicants on program requirements and program details by phone, email and drop-in advising.
- Develops plan to recruit, train and utilize volunteers; and assisting in creating volunteer appreciation procedure and events.
- Identify community, military and government organizations that need our services and build relationships.
- Assist in the coordination of special events including holiday baskets/gifts;/donor/partner/volunteer appreciation activities.

## ***II. Fundraising***

- Creates a diversified annual fundraising plan that is in alignment with the organization's strategic plan.
- Conducts activities related to establishing and managing annual giving campaigns, event planning, and fundraising activities.
- Prepare accurate records and reports on the goals of the fundraising plan.
- Oversee a professional donor management system.
- Manage a timely and appropriate donor management and acknowledgment system.
- Assist in the organization of special events, including donor/volunteer appreciation events and other fundraising initiatives.
- Assist the Executive Director with grant research and writing grants and work on teams to write larger grants if needed

### **III. Publicity, Advertisement and Presentations**

- Maintain a professional Facebook page and plan internal team building activities/events and informational presentations.
- Assist in establishing long-term relationships with companies and individuals to increase brand visibility through specialize email outreach.
- Develop public education and information materials, presentations and displays-Including contributing to the Ark's newsletters, media/new media outreach and assisting in the improving the website content. And creation of online training.
- Participate in the development of culturally sensitive and appropriate prevention materials and plan internal team building activities/events and informational presentations.
- Support program coordination activities, responding to public and community inquiries and brief Ark staff on matter of public interest and concern.
- Produce regular reports and PowerPoint briefings to summarize activities and programs accomplishments for the director team.

#### **Other Duties**

- Create and update human resources and organizational development documents including policies, standard operating procedures, forms, and process documentation.
- Perform data entry and organization on SharePoint.
- Write routine reports and correspondence.

### **Knowledge, Skills and Abilities**

- Demonstrates strong interpersonal, organizational, communication, and customer service skills
- Must be detail-oriented and able to work with highly confidential information independently
- Nurture new and old relationships with collaborative partners.
- Maintain a calendar of outreach activities, including community events, workshops, appearances, and other communication opportunities.
- Outstanding written communication and presentation skills.
- Strong experience preparing reports.
- Friendly, enthusiastic, and positive attitude.
- Strong knowledge of social media and other basic marketing platforms.
- Detail-orientated with the ability to manage multiple projects at a time.
- Help manage company twitter account, including following potential clients.
- Manage their Instagram account by posting bi-weekly posts and engaging with users.
- Maintain and update organization documents and manage data accuracy in the company database.
- Market Ark products to all interest eligible candidates.
- Design database table structure and coding, store procedures.
- Organize and plan workshops, programs, for students.
- Maintain and update website by adding content and enhancing layout via HTML and Photoshop.

- Demonstrates computer proficiency in MS Word, Excel, Internet Knowledge, and experience with communities affected by poverty, homelessness, substance abuse, sexual and domestic abuse, incarceration, etc.
- Maintain a working knowledge of the Ark mission and programs to promote the organization and campaign fundraising initiatives.

## Requirements: Education and Experience

- Bachelor's degree in communications, marketing, business, or related fields.
- Preferred experience of 3-5 years within non-profit fundraising or outreach activities.
- Customer service experience preferred Health and Human Services experience preferred Community relations work or public affairs experience preferred Problem solving, innovative, critical thinking skills
- Communicate with the community, revise marketing materials, and help organize upcoming events and activities.
- Experience in website development and management
- Experience in social Media application

Summary:

Equal Employment Opportunity/Affirmative Action: Ark Counseling and Wellness Center is an Equal Employment Opportunity Employer. This job summary is intended to be brief and may not list all the duties and functions required, however, it does highlight the essential requirements. Nothing outlined in this job summary is to be construed as an express or implied contract of employment.

### **WORKING CONDITIONS/PHYSICAL FACTORS**

*Occasionally: 1%-33%; Frequently: 34%-66%; Continuously: 67%-100%*

*Climbing Stairs – Occasionally*

*Work environment is primarily indoors/virtually. - Continuously*

### **EQUIPMENT/TOOLS USED**

*Computer Fax Phone Social Media Software*

flexibility to work in the evenings and on the weekends

Location: Telecommuting/Remote (until further notice)

*Please send your cover letter and resume to [hr@arkcounselingcenter.org](mailto:hr@arkcounselingcenter.org)*