

FIRST CALL JOB DESCRIPTION

Title: Community Outreach Specialist
Department: Prevention
Report to: Director of Prevention Services

Why First Call?

First Call's values of person-centered service, community, collaboration, and kindness are foundational for the agency's focus on accessibility, commitment to data-driven practice, and diversity, equity, and inclusion (DEI) as we work toward our mission to reduce the impact of alcohol, drugs and addiction by providing quality resources for individuals, families, and the community.

Position Summary

Responsible for community outreach coordination related to community-based substance use prevention programming and the First Call mission. The Community Outreach Specialist is responsible for identifying, establishing, and cultivating cooperative relationships with community-based coalitions, schools, organizations, and community leaders, to strategically execute outreach initiatives.

Major Functions

1. Plan, market, coordinate and execute all First Call workshops, training sessions, conferences and other professional events.
2. Work with direct service teams to coordinate all Professional Development Institute classes and activities.
3. Actively seek out opportunities for First Call engagements at schools, corporations, public agencies, health fairs and other community venues.
4. Develop and conduct (or arrange for) education programs and workshops that help communities achieve their prevention goals.
5. Assist in the development and implementation of technical assistance plans for community prevention teams, community groups and other private and public agencies throughout First Call's assigned service area.
6. Stay abreast of current resource material on substance use prevention, advocacy issues, and local/state/federal issues and disseminate to the First Call team.
7. Assist community prevention teams in developing age-appropriate and culturally competent community activities.
8. Work with Marketing and Communications Manager on the creation of awareness campaigns, updating of outreach materials, and other prevention initiatives to share on social media and at community events.
9. Maintain library of approved presentations to be used by First Call staff members and ensure presentations are reviewed annually and updated when needed.
10. Submit monthly reports to Director of Prevention Services that reflect the outreach activities and engagements of First Call.
11. Document and track First Call outreach engagements, including numbers served, for reporting purposes and oversee documentation of outreach events in CCL.
12. Prepare table kits for First Call staff and volunteers that are representing First Call at community engagement events and resource fairs.
13. In-town and out-of-town travel **will** be required to complete position responsibilities.
 - a. Work hours **will** include some weekend and evening activities.
14. Other duties as deemed appropriate for the fulfillment of the mission of First Call and Missouri Prevention Resource Centers; including but not limited to backup crisis call coverage or front desk coverage.

Knowledge and Critical Skills/Experience

1. Will need to meet all the standards and qualifications required of a substance abuse prevention professional by the Missouri Substance Abuse Professional Credentialing Board within 6 months of hire date.
2. Three to five years' work experience in a human services field, in education, or a related area.
3. Knowledge of the principals of planning, community organization, program development, and volunteerism.

4. Knowledge and understanding of the dynamics of alcohol, tobacco and other drug use/misuse as well as the principals of prevention.
5. Ability to establish and maintain positive working relationships with outside organizations and diverse populations that have similar visions and missions.
6. Ability to work well under pressure and meet established guidelines across multiple priorities.
7. Advanced computer/technology skills.

Working Conditions

1. The First Call main office is open to the public from 9 a.m. to 5 p.m., Monday-Thursday, with remote work and a closed building on Fridays. Employees are given up to 1 hour for lunch and/or breaks each day. First Call values flexibility; as such, employee schedules and locations for work throughout the week will be determined by the needs of their position and set in consultation with their direct supervisor.
2. Access to reliable personal transportation is required in order to meet expectations for service delivery throughout a six-county area.

Salary Range \$45,000-\$52,000, DOE

To Apply: Email resume & letter of interest to mgard@firstcallkc.org.

First Call's Commitment to Diversity and Equal Employment Opportunity

First Call's Commitment to Diversity: First Call Staff and Governing Board reflect our region's diversity and understand that treatment of substance use and mental health disorders in the United States has been adversely impacted by systemic racism and stigma. First Call is committed to cultivating and preserving a culture of inclusion, mutual respect, support, and connectedness.

First Call provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to culture, race, color, spiritual beliefs, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, national origin, age, disability status, genetic information (including family medical history), languages spoken, service in the military, ancestry, citizenship, marital status, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Benefits

At First Call, we recognize that a comprehensive, whole-person employee benefits plan for our staff is key to providing our clients with the quality care and treatment they need. Our staff benefits and perks plan is designed to provide tools to help promote health, wellbeing, balance, and safety in each area of life. We offer a hybrid (in office & work from home) schedule as well as flexibility in scheduling for better work/life balance.

Our benefits plan focuses on six key areas - Equal Opportunity Employment and a DEI-focused environment, generous paid time off, 13 paid holidays, an agency funded whole-person health and life package (including a 100% coverage of employee healthcare premiums), personal and team development opportunities, and board & leadership defined staff safety and wellbeing policies.

