



Job Title: Spanish Community Liaison
FLSA Status: Exempt / Part-Time

Reports to: Homelessness Prevention Specialist with agency oversight provided by the Executive Director
Salary Range: \$ 21.00 - \$24.00 Hourly
Position: Part-time – schedule is flexible / *Has the potential to become full-time*
Job Location: Commerce City or as designated for co-location of services
Work Schedule: Work a set schedule related to assignments from the Specialist and appointments focused on community events secured by the Executive Director.
Must be readily available for weekends and evening events
Up to 30 hours per week / Tentatively looking at morning & late afternoon schedules
Final set schedule is flexible related to final candidate’s availability.

Agency Background: ACCESS Housing of Adams County, Inc. is a local nonprofit 501(c)3 located at 6978 Colorado Blvd in Commerce City, Adams County. This location houses all of our operations including our administration office, supportive services and shelter facility. Founded in 1983, ACCESS Housing has served our local community for over 37 years. Today, with our current Board of Directors, ACCESS Housing’s mission **empowers families in our community who are experiencing homelessness with the solutions to achieve housing stability and self-sufficiency.** In recent years, ACCESS has worked with Adams County and specifically its TANF resources to assist hundreds of families through our shelter and direct assistance related to rent and utility payments. Through our small, multi-talented team, ACCESS is committed to these housing services as well as expanding our resources through developing more supportive services to assist families and individuals in “getting ahead instead of just getting by” as a means of achieving self-sufficiency and developing strong life skills for increased family stability.

Working Overview: This is a small team environment where every team member must have a “can do” attitude related to direct client service and advising/dealing with the public – both on-property and from the larger community. Team members have areas of expertise and/or assigned responsibility but every team member is flexible and skilled enough to cover for one-another as needed. For this part-time team member, their tasks are specifically geared towards providing the same-level of customer service to our Spanish-speaking community. Additional tasks will be added related to our direct assistance intake appointments and other areas as assigned.

Position Overview: As part of our small and dynamic team, this part-time Spanish-speaking Community Liaison must be fluent in Spanish (BOTH verbal & written) to assist our Spanish-speaking clients as well as our larger community in general, through ongoing marketing and translation tasks as well as intake meetings tied to direct assistance interviews. This person will also need a working-knowledge of our on-property shelter services, ongoing events throughout the year to assist families and how potential clients can engage our programs from the larger community, with a concentration on our surrounding Commerce City community. This person will also assist our agency in building our reputation and marketing efforts within the Spanish-speaking communities, including businesses across Adams County to be culturally relevant and specific to the needs of this specific demographic. This type of part-time work can easily lead to a full-time case management role as this client base increases with each successful effort.

Overall role can be broken into three broads:

- 1.) Provide overall Spanish translation services, marketing collateral for the agency & admin (20% of your time)
- 2.) Executive community outreach related to expanding our agency’s services to the local Spanish-speaking community (40% of your time)
- 3.) Executive our overall program outreach and scheduling with Spanish-speaking families (40% of your time)

Responsibilities:**Intake Interviews – In conjunction with the homeless prevention specialist:**

- Conduct intake interviews for all Spanish-speaking family members as part of our referral and intake process for our family housing program(s) and other related direct assistance intake interviews as needed.
- Translate existing intake forms into Spanish including but not limited to templates, event flyers, website content, on-property signage, etc.
- Manage the Spanish-designated phone line to assist our agency in meeting ongoing community inquiries.
- Provide Spanish translation for any potential on-property events and/or training seminars as needed
- Follow up with families 30, 60, 90 days and thereafter every 6 months providing continued case management and support
- Meet with Spanish-speaking family members, in conjunction with their lead ACCESS Housing case manager at least once a month, to assist with hands-on case management and identify needed life-skills for long-term housing stability where language has been identified as a potential barrier to their active program participation

Public-facing Interaction:

- Maintain an advertised schedule for weekly outreach interviews and potential walk-ins looking for Spanish-speaking services to assist them through more customized navigation of various assistance resources,
- Responsible for assessing the needs of clients experiencing challenges related to housing insecurity and linking them with internal and external resources in the community
- Educate the team on how our agency resources can be more culturally aware in order to make a more positive impact on this community
- Assist our agency in expanding any needed services unique to Adams County, and more specifically Commerce City, Spanish-speaking community by working collaboratively with service providers to provide optimum coordination, communication and continuity of services to those who are experiencing homelessness or who are at-risk of becoming homeless,
- Perform community outreach to the local Spanish-focused businesses unique to Commerce City and surrounding areas in order to build long-term relationships including but not limited to business owners, realtors, landlords, housing developers and other service providers to build strong relationships and identify new and existing opportunities to better assist clients in accessing resources, employment, supportive services, and housing opportunities in Adams County
- Advocates for the needs of individual clients as well as for systemic change, whenever needed for the overall benefit of persons who are experiencing homelessness.
- Participate in monthly staff meetings, training initiatives, etc. specifically geared towards this community niche
- Other duties as assigned

The Approach:

- 100% follow-through: Stay on top of all specific tasks/follow-up items and general areas of work; consistently meet deadlines.
- Customer service orientation: We're pretty busy here, and your job is to make it easy for staff to do their jobs without any disparities in race or gender; view your work as supporting the whole and integral to the team's effectiveness.
- Attention to detail: Everything going out (other than internal communication) is polished—meaning accurate (right content, no misspellings, grammatical errors, etc.) and precise (reflects nuances, captures subtleties, etc.) and "fits" the situation (should have our "look and feel" generally but can be casual when situation calls for it).
- Optimistic approach and flexibility: Approach work with a spirit of "yes"; push work forward through obstacles and adapt quickly as things change (which they inevitably will!).
- Take care of yourself! You need support, too. Utilize your days off in ways that support your work.

Qualifications:

- Social Work: 3 years (Preferred)
- Spanish-Speaking (Required – both written and oral)
- Case Management experience desired
- 1-2 years working with community service provider(s) geared towards Spanish-focused communities
- Strong ability to learn, understand, and apply policies and marketing branding of our agency to training/ education, allocation of support services and employment searches related to client skill-building needs
- Must have a working knowledge of MicroSoft office, specifically Excel & Word at a minimum

Submit cover letter and resume by 09/30/22 to: Ashley Dalzell, Executive Director at Ashley.dalzell@acchouse.org