



Hope Center Community Liaison

Want to join one of South Texas' premier child welfare agencies in "restoring innocence and strengthening families?" The Children's Shelter is waiting for you! Since 1901, The Children's Shelter has touched countless lives and every year, serves over 4,000 children and parents. Become part of a growing team providing high-quality, trauma-informed care for children and families.

The Hope Center Community Liaison promotes the Hope, Healing, and Resiliency (HHR) services to support clients ages birth through 23 years old, and their parents or care givers, who need trauma-informed mental health services and support to heal from trauma and Adverse Childhood Experiences (ACEs). This role will build upon existing, and create new, community relationships to increase awareness of trauma and ACEs. The Hope Center Community Liaison recruits' clients within a designated geographic catchment area and will be responsible for reporting and collecting required and relevant data for analysis and measurement of program outcomes to the HHR evaluation team.

Responsibilities Include:

- Assists in the development and implementation of a tailored, and diligent recruitment effort to increase participation in the Hope Center - Hope, Healing, and Resiliency services.
- Engages in community activities to raise awareness of trauma, adverse childhood experiences and evidence-based services available in the community, which include the following counties: Bexar, Comal, Guadalupe, Atascosa, and Medina.
- Engages with local school districts, hospitals, and local courts to educate on services and offer monthly presentations to staff and families on available resources.
- Collaborates with departments, program staff and community collaborators for implementation.
- Collaborates with the VP of Public Relations to create marketing information and postings for social media.
- Leads and coordinates speaking engagements to recruit and raise awareness on behalf of the Hope Center - Hope, Healing and Resiliency services.
- Participates as a member of the South Texas Trauma Informed Care Consortium.
- Responds to all inquiries (website, email, phone call, etc.) within 24 – 48 business hours.
- Creates reports that reflect the progress of program services against goals and measurable objectives.
- Promotes positive working relationships with staff and community partners/agencies.
- Assist the Hope Center team with administrative tasks, as needed.

Requirements:

- Bachelor's Degree required; in Social Services preferred
- A minimum two years' experience in outreach, marketing, and communications in social services or child welfare
- Experience in data management, creating reports and analyzing data preferred.
- Experience in speaking to large groups and providing educational presentations.
- Strong positive communicative skills to engage and work with children and families effectively.
- Demonstrated ability to engage and communicate effectively with persons from diverse cultures and communities.
- Trained and knowledgeable in Trauma Informed Care and ACEs, and ability to train community.
- Knowledge and awareness of disparities of race, class, ethnicity, sexual orientation, and gender identity.
- Bilingual with English and Spanish is a plus.
- Ability to work flexible hours, including weekend and evening hours
- Skill in establishing and maintaining effective relationships.
- Skill in organizing work in a responsible way in an environment with multiple challenges and priorities.
- Ability to prepare clear and concise reports.
- Ability to gather, assemble, correlate, and analyze facts.
- Working knowledge of HHSC Minimum Licensing Standards for General Residential Operations and Youth for Tomorrow services requirements.

The Children's Shelter is an Equal Opportunity Employer committed to a culturally diverse workplace and offering a competitive pay and benefits package.

You can apply on-line by visiting our website www.childrensshelter.org or in person at:

2939 W. Woodlawn Ave.
San Antonio, TX 78228
Monday-Friday 8am-5pm