

JOB DISPATCHER/FAMILY SERVICES SPECIALIST

1. Provide support of office operations, events, activities, implementation of procedures and resources to facilitate job matching opportunities of day workers, and to ensure high quality customer service for Day Worker and Center wellbeing.
2. Interface with customers and clients in all modes of communication, including social media, email, in person, and phone inquiries during office walk-in hours, biweekly day worker orientation/registration process, Etc. (4)
3. Provide logistical support for all Center meetings and events such as Family Gatherings, fundraisers, special workshops, etc.
4. Assist with volunteer recruitment and supervision to ensure program needs are met.
5. Ensure filing systems are maintained and current. Monitor record-keeping and ensure security and confidentiality of data.
6. Update and maintain a database of day workers, employers and volunteers.
7. Prepare various reports.
8. Responsible for all general office correspondence and office duties including but not limited to: Coordination of mid-size mailings using mail merge, monitoring and ordering of supplies, troubleshooting office equipment, computers issues and repairs, updating and maintaining the office voicemail system, and responsible for other administrative duties, including photocopying, faxing and mailing letters and documents. (4)
9. Performing internet research and writing projects.
10. Assist with design and implementation of program evaluative strategies (15, 17)
11. Ensure program objectives and impacts within scope of position are met for contract compliance (15,17)
12. Provide health and Medi-Cal outreach, information, referral, eligibility, and access assistance as needed by participants. (4, 6)
13. Provide outreach, recruitment, training and case management to low income north coast farmworker families and day worker families in the county, to utilize financial literacy and capability curriculum and tools. (4)
14. Responsible for supporting and DWC “OCAP” related services to ensure contract compliance and program goals are met.

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JOB DISPATCHER/FAMILY SERVICES SPECIALIST

15. Responsible for providing services that include outreach and recruitment and building relationships with farmworker and day worker families who either reside at North Coast/Davenport area farms/ranches and residential areas, and/or utilize DWC services. (4)
16. Assist with volunteer recruitment and supervision to ensure program needs are met.
17. Assist with food distribution and food deliveries to area ranches and distribution of information to participants, as well as family gatherings and family development trainings and activities at DWC where financial literacy curriculum can be introduced and delivered to families. (4)
18. Responsible for maintaining excellent relations with the local community including families, school, businesses, and churches and with area foremen and ranch owners as needed in terms of outreach and partnership meetings. (4)
19. Responsible for providing case management services and supporting the creation of Family Service Plans that identify financial literacy goals and tools, timelines and strategies for success as well as information and referral to resources. (6)
20. Provide strong, respectful and culturally competent customer service skills including answer phones and in person contact; maintain records and files as needed and addressing participant needs.
21. Responsible for maintenance of computer and hard copy participant files including case notes, family service plan documentation, data entry, correspondence, and goals/progress tracking and reporting.
22. Ensure filing systems are maintained and current. Monitor record-keeping and ensure security and confidentiality of data.
23. Prepare for and participate in monthly or as needed team and state OCAP related meetings and trainings.
24. Assist with and attend other related meetings as needed.
25. Provide health and Medi-Cal outreach, information, referral, eligibility, and access assistance as needed by participants. (4, 6, 8)
26. Attend training related to the performance of MAA. (20)

Employee Signature (Please sign in blue ink)

Date

Employee Name (Printed)

Operations Manager

1. Responsible for the facilitation of job matching opportunities between employers and workers using the Center’s established systems as outlined in the Center’s Operation Manual.
2. Respond to requests and information about the Day Worker Center by all modes: social media email, in person, and phone inquiries.
3. Coordinate and provide logistical support and leadership for all Center meetings and events.
4. Ensure program objectives and impacts are met for contract compliance.
5. Update and maintain a database of day workers, employers and volunteers. Prepare various database reports upon request.
6. Interface with customers and clients including but not limited to employers, day workers, volunteers and neighbors.
7. Provide highly responsive customer service by processing inquiries, concerns, questions, and complaints.
8. Assist with volunteer recruitment and supervision to ensure goals are met.
9. Serve as a coach, guide and role model to day worker volunteers assisting with day to day operations.
10. Assist with design and implementation of program evaluative strategies.
11. Ensure filing systems are maintained and current. Monitor record-keeping and ensure security and confidentiality of data.
12. Responsible for all general office correspondence and office duties including but not limited to: Coordination of mid-size mailings using mail merge, monitoring and ordering of supplies, troubleshooting office equipment, computers issues and repairs, updating and maintaining the office voicemail system, and responsible for other administrative duties, including: photocopying, faxing and mailing letters and documents.
13. Monitor and order day worker center office and program supplies.
14. Troubleshooting office equipment, computers issues and repairs.
15. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
16. Coordinates Medi-Cal covered health services for a client. (6)

Operations Manager – cont’d.

17. Assists individuals and families with aspects of the Medi-Cal application process. (8)
18. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
19. Attends training related to the performance of MAA. (20)

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Program Coordinator/Immigrant Family Sustainability Coordinator

1. Responsibilities- Day Worker Center:

- A. Recruit, register, and organize day laborers through planned outreach efforts including in front of informal job seeking sites weekly.
- B. Responsible for the mobilization of all registered workers to increase participation in DWC activities including classes, trainings, workshops and volunteer opportunities.
- C. Deliver trainings to Day Laborers using established Popular Education curriculum including but not limited to leadership, safety, and career development.
- D. Support the Program Director to ensure program performance goals are attained
- E. Provide logistical support and leadership for bi-monthly worker assemblies and quarterly events.
- F. Assist with the facilitation of job matching opportunities between employers and workers using the Center's established systems as outlined in the Center's Operation Manual.
- G. Respond to inquiries about the Day Worker Center, including in person, e-mail and phone inquiries by day laborers and potential employers.
- H. Provide administrative support to the Program Director by assisting with the maintenance of the DWC database, preparing reports of work performed and ensuring security and confidentiality of data and by providing basic general office duties and ensuring filing systems are maintained and current.
- I. Provide a highly responsive customer service including but not limited to employers, day workers, volunteers and neighbors.
- J. Process inquiries, concerns, questions, and complaints in a timely manner.
- K. Assist with volunteer recruitment and training.
- L. Serve as a coach, guide and role model to day worker volunteers assisting with day to day operations and increase day worker participation, qualitatively and quantitatively.
- M. Serve as the liaison between the day worker committee and the DWC/CAB program by attending monthly meetings and supporting the leadership development of day worker members.
- N. Performing internet research and writing projects as necessary to complete duties.
- O. Maintain a safe and secure working environment.

2. Responsibilities- Santa Cruz County Immigration Project:

- A. Provide outreach, information, referrals, and immigration legal services.
- B. Assist families with the preparation of Family Sustainability Plans.
- C. Coordinate legal clinics focused on Family Sustainability Preparedness.
- D. Provide intensive case management to families who have been impacted by deportation.
- E. Increase networking opportunities with existing non-profit organizations and governmental agencies.

Program Coordinator/Immigrant Family Sustainability Coordinator – cont’d.

3. Medi-Cal Administrative Activities:

- A. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
- B. Coordinates Medi-Cal covered health services for a client. (6)
- C. Assists individuals and families with aspects of the Medi-Cal application process. (8)
- D. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
- E. Assists with the administrative aspects of the MAA claiming process. (19)
- F. Attends training related to the performance of MAA. (20)

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Program Director

1. Program Development and Visionary Leadership:

- A. Promote active leadership by worker members in all areas of the program's work;
- B. Lead the program in carrying out successful start-up and ongoing operations;
- C. Carry out the mission of the Day Worker Center and CAB through a long term, sustainable strategy;
- D. Responsible for coordinating/integrating Day Worker Center activities with others in CAB.

2. Supervision of Staff and Volunteers:

- A. Provide staffing for the Comité de Jornaleros as well as develop an infrastructure for members of the Comité to actively participate as policy makers to enhance the mission and growth of the program;
- B. Responsible for recruiting, supervising and training staff and volunteers.

3. Fiscal Management and Fund Development:

- A. Responsible for formulating and managing the program budget;
- B. Responsible for developing and maintaining sound financial practices consistent with CAB Administrative Policies and Procedures;
- C. Responsible for overall (short and long term) fund development planning and execution including fund raising, grant writing (private foundations & government grants), special events, & individual donations;
- D. Responsible for ensuring the satisfactory execution of contracts;
- E. Responsible for collecting data, maintaining records, and preparing program and financial reports.

4. Communications and Community Relations:

- A. Oversee and perform outreach, public relations, advocacy and education to promote goals of the program;
- B. Work cooperatively with community, private and public sector partners;
- C. Ensure that the Comité de Jornaleros and Advisory Council are kept fully informed and involved;
- D. Publicize and promote the activities of the program, its goals and programs.

5. Medi-Cal Administrative Activities:

- G. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
- H. Coordinates Medi-Cal covered health services for a client. (6)
- I. Assists individuals and families with aspects of the Medi-Cal application process. (8)
- J. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
- K. Attends training related to the performance of MAA. (20)

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