

JOB ANNOUNCEMENT

CalWORKS Engagement Specialist

Status: Full-time
Reports to: Training Program Manager

Position Summary:

The CalWORKS Engagement Specialist is responsible recruitment and engagement of families to participate in the Birth & Beyond (B&B) Healthy Families America (HFA) home visitation program. The Engagement Specialist is responsible for partnering with the Department of Human Assistance (DHA) in reviewing case records for eligible families, and conducting a variety of screening and assessment activities with parents to determine eligibility for home visitation services. CalWORKS Engagement Specialist will be out stationed at a local Department of Human Assistance office (DHA) 50% of the time. The rest of the time, Engagement Specialist will conduct community outreach and specially designated areas throughout Sacramento county, and conduct various duties at assigned B&B Family Resource Centers (FRC) and the Child Abuse Prevention Center (CAPC).

The Engagement Specialist will be stationed at one of the following DHA locations:

- 5747 Watt Ave, North Highlands, CA 95660
- 2700 Fulton Ave, Sacramento, CA 95821
- 3960 Research Dr, Sacramento, CA 95838
- 2450 Florin Rd, Sacramento, CA 95822

Essential Duties and Responsibilities:

Assessment and Engagement

- Meet one-on-one with DHA/CalWORKS recipients to determine eligibility for HVI services through Birth & Beyond.
- Conduct assessments with eligible families.
- Determine the appropriate B&B FRC to refer eligible families based on zip code and site caseload capacity.
- Complete B&B Referral form and send using the dedicated online referral method.
- When applicable, participate in initial joint visit with the B&B Home Visitor to aide in rapport building and provide a warm handoff.
- Meet with designated staff at B&B to review referrals and assessments.
- Collect data on assessments.
- Engage families onsite at DHA to provide referrals to B&B for various services.
- Provide resources and information about B&B services.

EOE

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Training and Outreach

- Conduct outreach presentations at DHA locations to increase awareness about Birth & Beyond and discuss any programmatic changes that may impact referrals.
- Liaison with hospitals and medical clinics that serve the target population to provide HFA outreach materials and training.
- Attend community events with the Safe Sleep Baby program and B&B to share information about HFA services.
- Collaborate with the CPS Liaison/Information and Referral Specialist to provide HFA information to clients referred by CPS.
- Provide outreach for the HFA program through social media.
- Set up tours of FRCs and conduct outreach with eligible families for upcoming events and other engagement opportunities at the FRC.
- Provide B&B Overview to new eligibility worker classes.
- Participate in all B&B, HFA, and CalWORKs trainings applicable to this position.
- Collect and enter data on all outreach activities.

Collaboration

- Participate in both DHA and B&B staff meetings to remain informed about updates as well as potentially eligible families.
- Participate in B&B Multidisciplinary Resource Team (MRT) meetings for assigned FRCs.
- Participate in B&B Collaborative subcommittees such as needed.
- Attend CalWORKs HVI statewide stakeholder meetings with CAPC and Collaborative Leadership.
- Attend appropriate leadership meetings at the Department of Human Assistance (DHA).
- Meet with supervisor at CAPC for regular supervision.

Other Duties

- Acquire and enhance knowledge of parenting, family resource centers and home visitation through reading, research, conferences and participation on committees, as appropriate.
- Provide technical assistance to subcontractors and community partners.
- Participate in on-site and off-site meetings and committees as necessary.
- Attend CAP Center staff meetings and events.
- Assist with program reporting as needed.

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Minimum Qualifications:

Education and Experience:

- Bachelor's degree in social work, psychology, child development, or related field required.
- One to three years' experience working in community agencies, including implementing referral processes.
- Experience with providing home visitation services preferred.
- Experience with conducting clinical intakes, interviews, or assessments preferred.
- Experience with client case management preferred.
- Bilingual (Arabic, Dari, Farsi, Hmong, Russian, Spanish) strongly encouraged to apply.
- Training certifications related to child abuse and neglect prevention and family strengthening preferred.

General Knowledge

- Knowledge of child abuse prevention field, social services and/or child welfare services required.
- Must be able to read, write, speak and understand the English language.
- Must have excellent writing, editing, and proofreading skills.
- Advanced knowledge of MS Word, Excel, Access, and Outlook is required.
- Ability to operate office equipment such as fax machine, postage meter, copy machine, etc.
- Basic mathematics including addition, subtraction, division and multiplication.
- Ability to develop and maintain record keeping systems and procedures.
- Ability to maintain a professional and confidential work environment.
- Basic knowledge of MS PowerPoint and Publisher is preferred.

Organizational Ability

- Ability to develop and maintain record keeping systems and procedures.
- Strong attention to detail.
- Skill in organizing resources and establishing priorities.
- Excellent organizational skills and ability to manage multiple tasks in an efficient manner.
- Ability to work in a fast-paced environment and to adapt easily to change.
- Ability to be a self-starter.

Communication and Relationship Skills

- Excellent verbal and written communication skills.
- Ability to establish and maintain good working relationships, both internally and externally.
- Ability to perform in a team, including asking for, and offering, support when needed.
- Ability to work, and be culturally responsive with individuals and teams of diverse economic, social, educational, and cultural backgrounds.

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- Ability to work through highly emotionally meeting topics and confidential information with care and professionalism.
- Recognizes the need for self-care in effectively managing work duties.
- Ability to work with and support highly emotionally people in a professional and courteous manner.
- Ability to effectively coordinate and facilitate meetings and trainings.
- Ability to maintain personal and professional boundaries.

Analytical Skills

- Excellent problem identification and resolution skills.
- Ability to work through complex situations and to collaborate effectively with personnel in order to provide timely and effective problem resolutions.

Physical/ Psychiatric Requirements:

- Must be able to report to work on a regular and reliable basis.
- Ability to lift, carry, push, and pull up to 20 pounds.
- Able to deal with stressful situations.

Other Qualifications

- Must be available to work a flexible schedule, which may include day, evening, night, or weekend hours.
- Must possess a valid California Driver's License, a reliable automobile, and auto insurance.
- Must be able to travel between sites and to offsite events as needed.
- Must pass a Criminal History check consisting of: DOJ and FBI checks as well as a search of the National Sex Offender Public Registry Website (NSOPW).

Please send cover letter, resume and salary requirements to:

The Child Abuse Prevention Center
Attn: Human Resources
4700 Roseville Road
North Highlands, CA 95660
Fax: 916-244-1905
E-mail: jwarren@thecapcenter.org

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