



# Outreach Specialist Job Description

<b>Hours per week</b>	40 hours/week (1.0 FTE)
<b>Supervised by</b>	Outreach Supervisor
<b>Location</b>	Eugene, OR and Springfield, OR
<b>Wage range</b>	\$21.57 – \$25.51, depending on qualifications
<b>Bonus</b>	\$1,000 for Step 9 or above in the ORO system

## Overview

Relief Nursery provides comprehensive family support services that are easily accessible to families who are raising children birth through five years of age and who are experiencing high levels of stress. We provide early intervention that centers on building successful and resilient children and strengthening parents. Our staff work as a team to provide a unique array of support, from therapeutic classrooms and outreach programs, to parenting education, substance use disorder recovery support and more.

We are currently hiring for an Outreach Specialist to help support this mission. The Outreach Specialist plans, organizes and implements prevention and intervention services for at-risk families in four related Outreach Program components: Intake and Crisis Intervention, Therapeutic Respite, Home Visitation and Community Outreach.

## Responsibilities

Responsibilities listed may be applicable in more than one component:

### *Intake and Crisis Intervention*

1. Maintain intake line with immediate response services for new callers from the community and referrals
2. Offer crisis intervention with same-day personal contact in-home or on-site to assess need and provide services including parent support and therapeutic respite.
3. Provide Relief Nursery intake with descriptions of programs and access processes including paperwork assistance, personal introductions and building orientations.
4. Facilitate resource and referral services with immediate Outreach assistance as well as advocacy and follow up with appropriate community agency providers.
5. Maintain documentation of contacts through completion of forms, data entry and monthly tracking reports.

### *Therapeutic Respite*

1. Facilitate scheduling of respite sessions, triaging families according to risk; arrange for and provide transportation as needed. Arrange and provide respite.

### *Home Visitation*

1. Plan and conduct home visits offering parenting education/support and modeling developmentally-appropriate interactions with children.



## Outreach Specialist Job Description

2. Assess family needs and share information on community resources through written material, phone/direct advocacy and follow-up.
3. Provide respite or other hands-on assistance in the home as appropriate to support families in crisis with flexible time/duration of contact.
4. Identify and document short/long-term issues with families; utilize strength-based approaches in goal setting plans and intervention strategies.
5. Join other Relief Nursery home visitors or involved community partners in providing a supportive team approach to home visitation.

### *Community Outreach*

1. Assist families in accessing community resources by providing transportation and/or accompanying them to agencies for support and advocacy.
2. Plan and prepare for family events at the Relief Nursery or community sites, provide transportation as needed and facilitate parent education/support activities.
3. Participate on committees and at meetings to represent the Relief Nursery and to develop collaborative partnerships with other community providers.
4. Attend workshops and conferences for professional development; perform additional duties upon request.

### *Other*

1. Complete all required documentation and paperwork in accordance with Relief Nursery, Department of Early Learning and Care (DELIC) and other relevant standards and requirements
2. Debrief as appropriate with all relevant specialists, including but not limited to special education and mental health consultants.
3. Participate in no less than 24 hours of approved training per year and maintain current training certification as required.
4. Participate in reflective supervision sessions with supervisor for no less than 1 time per month and more often as needed in order to discuss cases, reviews files and ensure the achievement of appropriate therapeutic child experiences, family support and child-safety monitoring and all appropriate documentation.
5. Complete Relief Nursery bus and van training. Occasional driving of buses or vans will be required to transport children to and from Relief Nursery in the absence of the regular driver.
6. Complete front desk training as needed and fill at the front desk on an occasional basis.
7. Participate as a team member in all staff meetings, teacher meetings, site meetings, collaborative groups, group supervision, special projects including but not limited to Relief Nursery projects, special family events and other opportunities.
8. Conduct job responsibilities in accordance with the NAEYC code of ethics, professional boundaries, confidentiality, and strength-based interactions.
9. Act in accordance with responsibilities and protocols set forth in Oregon Child Abuse Reporting laws and Relief Nursery policy.
10. Assist with food pantry shopping, unloading and restock as assigned.
11. Perform other relevant duties as requested by Nursery supervisors and directors.



# Outreach Specialist Job Description

## Minimum Qualifications

*Studies have shown that women and people of color are less likely to apply for jobs unless they believe they meet every one of the qualifications as described in a job description. We are most interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. If you are interested in applying, we encourage you to think broadly about your background and qualifications for the role.*

1. Qualifications include:
  - Bachelor's degree in family services, social work, early childhood education or related field; or
  - Two years experience supporting children and families experiencing poverty, stress, and other barriers; or
  - A combination of associate's degree, and appropriate experience
2. Ability to exercise discretion, take initiative and respond effectively to emergent and crisis situations
3. Organizational skills and professional judgment; dependability, flexibility and emotional stability
4. Ability to communicate clearly in oral and written form
5. Skill in adapting and working effectively under pressure with a positive attitude and personal balance
6. Ability to relate tactfully, confidently and nonjudgmentally with parents, children and staff of diverse backgrounds
7. Skill in problem solving and developing creative approaches; working independently and as a team member
8. Knowledge of community resources, child development, parent-child relationships, parenting models and intervention techniques with families
9. Current Pediatric First Aid/CPR and Food Handler's cards
10. Valid Oregon Driver's License; acceptable driving record/insurance coverage

## Preferred Qualifications

1. Two or more years home visiting experience
2. Bilingual in English and Spanish
3. Step 6 or above in ORO
4. Experience and knowledge of Black/African American and/or Native American families

## Annual Benefits for Employees

Relief Nursery employees working 30 or more hours per week enjoy a generous benefits package as well as of being a part of an organization that makes the world a safer and better place.

- Medical, dental and vision coverage (very low employee cost)
- Flexible Spending Account
- Employee Assistance Program (EAP)
- 403(b) retirement plan with employer match
- Up to 64 hours of paid sick leave per year, up to 128 hours of accumulated sick leave
- 5 weeks of paid vacation leave per year (coincides with the school district winter break, school district spring break, plus two scheduled weeks in August)
- 2 paid personal days per year (add 1 additional day per each 5 years worked)



## Outreach Specialist Job Description

- Paid Holidays
- Mileage reimbursement
- Opportunity for internal growth and promotion, including access to professional development and training opportunities
- Public Service Loan Forgiveness (PSLF) qualifying employer

**Interested applicants, please email resume and cover letter to:**

Kelley Foley, Outreach Supervisor

[Kelleyfo@reliefnursery.org](mailto:Kelleyfo@reliefnursery.org)

Pre-employment drug screen, criminal background check, DMV check, and proof of auto insurance required.  
Position will remain open until filled.

**Relief Nursery is an Equal Opportunity Employer and a Drug-Free Workplace**