



POSITION: *Outreach & Program Specialist, Community Central*

LOCATION: 33 Church Street, White Plains, NY 10601 (at Grace Church)

REPORTS TO: Director, Strategic Programs

SHIFT/HOURS: 8:30 AM – 5:00 PM

SALARY: \$52,000 – \$55,000

STATUS: Full-Time

SUMMARY:

Lifting Up Westchester (LUW) has operated a community kitchen since 1974. We serve free, nutritious meals (breakfast and lunch) Monday through Friday, all year long, to an average of 100 people daily. The community kitchen has evolved into a welcoming and supportive community center (“Community Central”) that offers socialization, support services, and wellness programs in addition to meal services.

We have an exciting opportunity for a creative and service-oriented professional with excellent interpersonal and problem-solving skills. The *Outreach & Program Specialist* provides direct consultation and assists guests of Community Central to access benefits and services if they are not already working with a case manager. This position will also help develop and “host” life skills and support programs that promote stability and personal independence. Finally, the Specialist serves as a liaison to unsheltered individuals in White Plains linking them to LUW’s shelters and other services and providers.

RESPONSIBILITIES:

- Foster a warm, welcoming environment at Community Central by getting to know and engaging with guests to better understand their needs.
- Be creative and identify new ways to improve programs and raise awareness of programs as part of the Community Central team.
- Facilitate programs related to life skills, navigating social services and obtaining benefits.
- Input program participation in Lifting Up Westchester’s database as a backup for the Support Specialist.
- Provide support to individuals at Community Central and through targeted outreach to unsheltered individuals in White Plains including:
 - Collecting, becoming familiar with and disseminating information about Westchester resources and services.
 - Assessing individual needs and directly assisting or making referrals.
 - Accompanying guests to appointments to advocate for support (e.g. DSS, SSI), if needed.
 - Entering case notes and services provided in Apricot weekly.
 - Responding to phone/email requests for information and referrals.
- Participate in internal and external meetings with community collaborators.

QUALIFICATIONS:

- Minimum of 3 years of experience working in human services.
- Bilingual in English & Spanish languages (a must).
- Experience working with people who are experiencing homelessness.

- Bachelor's degree in human services or other related degree (preferred), but related work experience can be substituted.
- Excellent interpersonal skills.
- Strong organizational skills.
- Conflict resolution and de-escalation skills (preferred); willingness to receive trauma-informed training
- Strong team approach.
- Solid computer skills including Word, Excel, PowerPoint, and data entry required.

The above job description is intended to be a general description of the requirements and duties of this position. It is one of inclusion, not exclusion. Any Lifting Up Westchester employee must be willing to perform tasks not specified within their job description, so long as those tasks are in the best interests of Lifting Up Westchester and are tasks that the individual is capable of performing.

TO APPLY:

Please email a cover letter and resume to Debbie Hertz, Director of Strategic Programs, at dhertz@liftingupwestchester.org.