



Job Title: Community Empowerment Coordinator

Status: Non-Exempt

Department: Community Empowerment

Schedule: M-F; 9am-5pm

Reports to: Director of Community Empowerment

Job Summary:

The Community Services Coordinator is responsible for the coordination of community services and community outreach activities for the Committee for Hispanic Children & Families. S/he will help enhance the visibility and increase exposure of CHCF's Early Care & Education Institute and Community Empowerment Department, as well as receive and respond to inquiries from community members seeking child care, social services and/or social-emotional service. S/he will also help grow and inform community members by assisting the Community Empowerment department in fully engaging them in campaigns advancing social justice such as education, immigrant rights, housing and tenants' rights, civil and voting rights and other issues at the federal, state and local levels.

Duties and Responsibilities:

Direct Service Delivery:

- Respond to inquiries from community members seeking childcare, social service, and social emotional services by providing targeted/ individualized listings and information and/or making a referral (via phone, US mail, email, fax and/or in person) in a timely and effective manner
- Assists NYC residents and families who are seeking information on childcare, early care & education programs to develop a child care plan
- Use effective customer service techniques to respond to phone calls coming in via the childcare resource and referral (CCR&R) telephone line
- Assist in leading and coordinating community outreach opportunities, street outreach events, and other community-based campaigning
- Assist in the engagement of undocumented individuals and families. Specifically, coordinate regular meetings, workshops, and other community-building and educational programs;
- Assists in cultivating the growth of community members into community leaders and advocates who will engage issues such as education, immigration, housing and other civil and human rights issues
- Help create leadership opportunities for members that provide opportunities for responsibility, skills development, and ownership of the work;
- Work alongside the Early Childhood Education Team and the Youth Development team to ensure that parents are fully engaged in campaigns that have a direct impact on their children's lives and their communities
- Utilize online tools/systems to identify members and integrate them into campaigns

Administration:

- Compile and prepare daily/weekly/monthly quarterly quantitative and qualitative reports
- Perform recordkeeping and reporting duties related to referrals, including the completion of





- various intake forms, customer service surveys and other paperwork subject to deadlines
- Assist in the preparation and ordering of materials for events and trainings, as needed
 - Maintain current and updated knowledge of the NYC childcare, early education systems, social services systems
 - Remain current in different types and categories of childcare and basic childcare standards providers should follow and in family standards regarding care for children of various age groups

Business and Community Outreach

- Attend and represent CHCF at community events and other functions to promote services
- Data Management, Program Evaluation and Reporting Functions
- Conduct and/or compile ongoing data collection
- Other duties assigned by Director of Community Empowerment
- Some weekends required for outreach events

Qualifications and Skills

- Bachelor's Degree or coursework in early childhood education, human services or social service related field is preferred; At least 2 years of relevant experience working within a social services setting.
- Must have excellent written and verbal skills in English and Spanish
- Experience working with parents, families and underrepresented communities required
- Experience working in New York City and State preferred, but not required;
- The equivalent combination of education and experience is acceptable.
- Ideal candidate must be flexible, adaptable, and comfortable working with a team in a fast paced and dynamic environment
- Must have strong interpersonal skills and problem-solving skills
- Must have ability to manage time, be highly organized, and prioritize tasks
- Committed to the mission of the organization and passionate about community
- Computer literacy and proficiency in MS Office required.
- Excellent customer service/ interpersonal skills
- Must possess strong listening and public speaking skills.
- Must have a strong leadership background.
- Ability to travel throughout the five boroughs of NYC using public transportation to provide on site technical assistance to early childhood providers and programs that serve infants, toddlers, and/or young children.

Salary: \$60k

CHCF offers a comprehensive employee benefits package.

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