



Job Title: Full Time Community Outreach Liaisons
Department: Revere311-OIDM / Community Health and Engagement
Location: Location may vary throughout Revere
Hours: Variable up to 39 hours per week, includes nights and weekends.
Salary: \$21.63 – \$23.72 per hour, this is a temporary non-union grant funded position with benefits.

DESCRIPTION:

The Mission of OIDM/311 is to expand and enhance the interaction between city government and residents through improved constituent service. The Community Health and Engagement Office's (CHE) mission is to increase access to opportunities for active living and healthy eating, through community engagement and leadership development to promote civic engagement to address social determinants of health through bottom-up policy, system, and environmental changes.

The Community Health Liaison(s) will be a core part of assisting the City of Revere with communication, constituent service, civic engagement, and outreach as the country is entering a new phase of the COVID pandemic. Liaisons will serve as an extension of the Revere 311/CHE offices in engaging with constituents in communities ~~more directly~~, through direct outreach, through availability and presence in neighborhoods and community events. Many lessons were learned during the pandemic and as families continue to struggle with food and housing insecurity, it is the city's vision that the Liaisons offer support to our residents by meeting them where they are at, linking them to vital resources, and empowering them to engage in their community. Community engagement enriches the lives and well-being of individuals by broadening their social networks.

Each liaison will be assigned two wards within the City of Revere. They will become experts in the specific needs and challenges of their assigned wards. The liaison will be responsible for developing a neighborhood pod -- or resident group -- within each of the assigned wards. The pods will help expand the City's capacity to engage residents. The City hopes to use this position and the pod structure to create feedback loops between the communities (especially immigrant communities, communities of color, and senior citizens) and the city as our data shows a disproportionate impact of COVID and other health matters on seniors and residents of color,

and the pandemic has shown a light on the city's challenges in reaching many of its more vulnerable residents.

The Community Health Liaison(s) are responsible for collaborating between 311, CHE, and the Mayor's Office to improve public engagement. These positions will utilize strategic community building and organizing techniques to engage the following stakeholders: residents, property and business owners, regional and non-profit organizations within various neighborhoods.

ESSENTIAL FUNCTIONS:

The essential functions or duties listed below are intended as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or logically assigned to the position. All essential functions are for activities that are eligible through the Coronavirus Local Fiscal Recovery Fund.

- Assist in conducting regular outreach in assigned wards and neighborhoods to increase participation in community events and meetings, and to provide direct communication from the city as to key programs, events, and other information. Outreach includes public availability with Mobile City Hall van, attendance at community meetings, door-knocking, phone banking, outreach at events, and one-to-one meetings.
- Provide outreach work as determined by constituent need.
- Participate in all staff meetings, formal and informal meetings, workshops, trainings, open houses, focus groups, as needed.
- Build knowledge of appropriate community services and resources to make appropriate referrals for residents.
- Deepen the trust and relationship between residents and the City of Revere which includes gathering resident feedback so the City can best meet resident needs and connect people to city services.
- Assist in the translation and distribution of multilingual print and online communications.
- Assist in organizing and facilitating formal and informal meetings, workshops, open houses, focus groups with residents as needed.
- Develop an outreach plan to reach, reduce communication barriers, and increase civic participation with the underserved immigrant, youth, disabled, and senior populations in Revere as well as better organize the general population and create feedback loops with the City.
- Create an environment where all populations feel engaged with their city government in an effort to boost civic engagement
- Complete accurate documentation of all community engagement efforts.
- Participate in social media outreach efforts.
- Provide relevant photos, audio and video of neighborhood engagement events and efforts to the city communications team.

- Track daily organizing actions to produce ongoing data and reporting which prompt deeper community engagement activities.
- Complete all requested reports in a timely manner.
- Work all assigned shifts and perform other duties as assigned or apparent.

QUALIFICATIONS:

- High School Diploma or equivalent.
- Two (2) years of relevant experience.
- Background in civic engagement and community outreach is a plus; related fields with transferrable skills also will be considered.
- Revere residency required.
- Excellent communication skills.
- Bi-lingual Italian, Portuguese, Spanish, Arabic, Khmer, Vietnamese (both written and spoken) strongly preferred.
- Means of transportation to visit all parts of Revere.
- Willingness to work a flexible schedule.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge:

- Familiarity of Revere neighborhoods, including understanding of diverse cultures and languages spoken in the city.
- Proficiency in use of technology such as laptop computers and tablets.
- Knowledge of Google Office Suite and Drive applications.
- Knowledge of MS Office products which include Outlook, Word, Excel, and PowerPoint.
- Knowledge of operation of standard office equipment, e.g., computers, fax, phone, printer, photocopier, and scanner.
- Knowledge of basic social media practices.

Skills:

- Strong problem solving and interpersonal skills.
- Must be organized and detail-oriented and be able to work both independently and as part of a team.
- Training or experience in safety, cultural sensitivity, and community outreach.

Abilities:

- Ability to establish and maintain effective working relationships.
- Ability to communicate effectively and efficiently verbally and in writing.
- Ability to accurately and relentlessly track the data around activities and outcomes.

PHYSICAL ENVIRONMENT:

The work environment involves inside and outside activities, in all weather conditions including wet, hot, and cold, and exposure to fumes, dust and air contaminants. This position cannot be performed remotely. The employees in this position must be comfortable entering public

businesses and other public spaces and interacting with the public. The City will provide Community Health Liaison(s) with whatever personal protective equipment is recommended for this work by the City's public health authorities. Position requires standing/walking up to 4-5 hours per day, driving 2-3 hours per day, climbing, reaching, twisting, turning, kneeling, bending, crouching, and stooping in the performance of daily activities. The position requires near and far vision and acute hearing, the ability to stand for long periods of time, navigate rough terrain and move in or about construction sites, and walk up and down stairs. The ability to lift up to 20 pounds occasionally is also required.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

The City of Revere is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected veteran status, or any other legally protected basis, in accordance with applicable law.

The applications must be submitted via the City's **Online Application Portal**. Please submit a resume, cover letter and salary requirements with your application. If you have any questions, feel free to contact us at: jobs@revere.org.