



Job Description

Department:	Family Source Center	Location:	Panorama City
Job Title:	Community Engagement Specialist	Reports to:	Program Manager
Exempt/Non-Exempt:	Non-Exempt	Revision Date:	7/2026
Position Type:	Full-Time (40hrs/week)	JD Approved by:	Tania Del Gatto
Pay Range	\$22.00 - \$23.00	Apply at:	Flavia.p@ecda.org
Hybrid	5 days per week in the office.	Office Based	5 days per week in the office.

****Schedule is subject to change at the needs of the department.**

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Position Summary

The FSC Community Engagement Specialist reports to the FSC Program Manager and is responsible for engagement with the Community, partners, members, and other interested parties to ensure the FSC mission and services are represented positively to the community. Part of this position will include attending community meetings, public presentations, coordination of training as well as promotion of the FSC through marketing material. The ideal candidate is a high performing and motivated individual who has a passion for helping to prevent and end a family's housing crisis and is comfortable interacting with the community, providing public presentations, is highly organized with the ability to present information in a clear and concise manner, both written and verbal. The position ensures that efficient and sound plans are developed with consumers and inputs all necessary data and documentation into the Program's and Agency's electronic record keeping and data system(s). The candidate will provide services aimed at assisting low-income individual clients and families as part of the Panorama City Family Source Center. This position requires in-person work attendance daily as well as fieldwork. Other duties as assigned.

Role and Responsibilities

- Cultivate and promote positive relationships with members and partners and connect consumers to services.
- Attend and facilitate meetings, activities, community events (in-person and online) as an FSC Representative.
- In-person and on-line/virtual outreach and presentations to agencies, organizations, partners, and stakeholders.
- Engage in outreach and communication with FSC Member organizations, ensuring timely communication of information and materials.
- Maintain positive working relationships with members, community partners and stakeholders.
- Conduct site visits and coordinate events with members and community partners as requested and as needed.
- Coordinate FSC quarterly at-large meetings, other meetings and trainings as identified.
- Conduct various surveys to engage members and potential members on the work of the FSC.
- Increase partnership with a variety of community partners.
- Increase visibility and understanding of the system-wide work done in the San Fernando Valley to work to ensure family homelessness is brief, rare, and non-recurring.
- Assist with Child Watch and food bank duties.
- Identify agencies and groups in the Community who could benefit from understanding the work of the FSC and provide in-person and/or online presentations and overviews.
- Create marketing and messaging materials of both written and data elements to include pamphlets, brochures, and presentations, newsletters, and social media posts.
- Work with web-developer to update information on the Agency's FSC website.
- Develop monthly newsletters and regular social media posts.
- Create and provide resources for FSC membership and community via newsletter, social media, and website.
- Assess and analyze challenging issues and communicate information and actions needed in a timely and responsive manner.
- Demonstrate professionalism, tact and diplomacy while representing the FSC in meetings, through written correspondence and other official roles.



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- Communicates verbally and in writing with the Providers, public, Stakeholders, and Collaborative to communicate agreement requirements, resolve inquiries, and report progress.
- Prepare presentations, reports, summaries of information to supervisor.
- Participate in FSC meetings with team members and supervisor to debrief on progress and barriers.
- Completes required documentation, assessments, reports, referrals and data entry with accuracy and attention to detail onto specified Agency and FSC record keeping/data systems by required deadlines.
- Adheres to agency and programmatic deadlines.
- Participate in FSC events, staff meetings, collaborative partnerships, community meetings and other meetings.
- Assist with special projects as needed.

Qualifications and Education Requirements

- Minimum of 2 years' experience in outreach and coordinating services.
- Bachelor's degree preferred.
- Ability to work with people from diverse ethnic groups and various socioeconomic levels.
- Bilingual (English/Spanish) with excellent oral and written communication skills.
- Must have great organizational skills, be detail oriented and a self-starter with the ability to multitask.
- The ideal candidate should be personable and have experience in the social services and mental health field.
- Candidate must be motivated and able to communicate effectively, and efficiently, verbally and in written format.
- Strong computer literacy including Microsoft Word, Excel, Access, Adobe PDF, Outlook, Google Drive, Internet, and other standard equipment.
- Must clear HIPAA certification, Department of Justice, and TB clearance.
- Occasional weekend and evening hours will be necessary.
- Must have a reliable vehicle/access to transportation, valid California driver's license, and be responsible for all liability on vehicle.
- Required to work "In-Person" and in dedicated or assigned site(s), and in the community on weekdays and some nights and weekends.
- Other duties as assigned.

Comment

Candidates must be able to work effectively with their team and Manager, demonstrate adaptability, and accomplish program goals and objectives. Candidates should demonstrate empathy, courtesy, interest, and a willingness to adhere to safety rules and to computer, email, Internet, and dress code policies. Must have a valid California driver's license and use of a personal vehicle that has liability car insurance. Candidates will receive their required BBS supervisory ratio for the client services they provide.

The benefits of joining the ECDA team include (If eligible) health insurance, vision, dental, long-term disability, AD&D, life insurance, vacation, sick leave, paid holidays, jury duty, bereavement, and 401K matching.

All employees must demonstrate an understanding, patient, and receptive attitude toward individuals of varied age groups, behaviors, and disabilities. Employees must be able to maintain composure under stressful conditions. Staff must be able and willing to work with clients who have special needs and/or aggressive behaviors (i.e., biting, kicking, hitting, emotional outbursts, etc.). Staff must have behavior management strategies and techniques for clients experiencing behavioral difficulties, positive behavioral interventions, and applied behavior analysis.

El Centro de Amistad provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, El Centro de Amistad complies with applicable state and local laws governing nondiscrimination in employment at every company location. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Acknowledgment



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☐ By signing below, I acknowledge that I have read and understand the position description for this position, including the working conditions listed below. I feel I am qualified to perform the duties of the position as described, including the physical and mental requirements outlined.

☐ By signing below, I feel I am qualified to perform the position duties as described with the following reasonable accommodation:

Employee Name:		Date:	
Employee Signature:			
Supervisor Name:		Date:	
Supervisor Signature:			

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Physical Demands:			
	FREQUENTLY	OCCASIONALLY	SELDOM
Sitting	☒	☐	☐
Standing	☒	☐	☐
Walking	☒	☐	☐
Bending	☒	☐	☐
Climbing	☐	☐	☒
Lifting 50 pounds	☐	☐	☒
Carrying	☒	☐	☐
Squatting	☐	☒	☐
Kneeling	☐	☐	☒
Pushing/Pulling	☐	☒	☐
Seeing	☒	☐	☐
Hearing	☒	☐	☐
Speaking	☒	☐	☐
Flexibility	☒	☐	☐
Driving	☒	☐	☐
Fine Finger Movement	☒	☐	☐
Environmental Demands:			
Outside:	Ability to spend 20% of work time outside		
Inside:	Ability to spend 80% of work time indoors		
Noise:	Ability to withstand moderate to high noise levels, including voice levels 90% of time		
Heat:	NA		
Cold:	NA		
Electric Equipment:	Ability to operate office equipment, computer, copier, and cellphones		
Work with Others:	100% of time spent working and interacting with team and other departments		
Reading	Ability to read at a college level		
Writing	Ability to write at a college level		

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by staff members assigned to this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of the staff member assigned to this job.

To apply or any questions, please email Flavia Ponce at Flavia.p@ecda.org