



Director of Community Liaisons

Purpose Statement

The Director of Community Liaisons leads, trains, and supports the Community Liaisons in achieving collaboration between individuals, organizations, and service providers through a cross sector collaborative approach.

Position Relationship

Reports to: HARK Executive Director

Coordinates with: Community Liaisons, Organization Administration, community service providers, individuals, and Center for Collaborative Care/Endeavor Foundation Staff.

Position Qualification

Required experience and training: Bachelor's Degree in Human Services; Case management experience; Proven supervision experience; Experience working with diverse populations in NWA.

Desired experienced and training: Master's in Social Work and LCSW preferred.

Special requirements of the position: Knowledge and awareness of diverse culture in NWA; ability to navigate through multilingual conversations; understanding of community resources; Knowledge of educational system.

Key Skills

- Excellent communicator/mission and vision casting
- Deep knowledge of Health and Human Services
- Extensive experience in social service provision
- Management and people development experience
- Good in crisis situations
- Highly Flexible and Adaptable
- Excellent people skills
- Ability to give and receive feedback
- Excels and operates in a fast pace environment.

Essential Responsibilities

- Assists in immediate crisis intervention strategies.
- Provides ongoing supervision to CLs as needed.
- Conducts performance evaluations on Community Liaisons.
- Creates continuous communication with Community Liaisons though electronic and face-to-face meetings.

- Demonstrates ability to lead and manage staff groups in organization, vision, and initiatives.
- Facilitates new and ongoing training for Community Liaisons.
- Manages Community Liaisons.
- Promotes community collaboration.
- Responds to concerns about service of Community Liaisons and/or structure of the position and works to resolve the issue at hand.
- Works in tandem with the HARK director to develop measurement matrix for CL program evaluation.
- Provides ongoing evaluation and development of the CL program.
- Identifies imbedded community liaisons in the community.
- Develops a scalable model for imbedded community liaisons.
- Manages and trains both imbedded liaisons and / or other care providers that assume a coordinator role.