

THE LINK & OPTION CENTER, INC.

Job Description

PROGRAM: Quiet Storm Crisis Triage Living Room

POSITION TITLE: Community Engagement Specialist

DEGREE: Bachelor's Degree

REPORTS TO: Program Director

JOB TYPE: Full-Time

Quiet Storm Crisis Triage Living Room; The Living Room is a crisis respite center in the Hazel Crest community offering free and confidential services for anyone going through a mental health crisis. We aim to reduce unnecessary hospitalizations and arrests and provide a safe, home-like environment.

QUALIFICATIONS:

- Bachelor's degree in Health Service or related field(s)
- Has an understanding of mental health best practices
- Marketing skills to create printed materials with awareness of social media and how it can be utilized to provide continuous information regarding The Living Room.
- Culturally competent thus open and respectful of cultural and socioeconomic characteristics of Guests and understands how to work with a diverse client population.
- Effective verbal and written communication skills.
- Ability to work both independently and a part of a high functioning team.
- Skilled computer experience for data entry, communication and report writing.
- Car and valid Illinois driver's license and insurance required.

RESPONSIBILITIES:

The Community Engagement Specialist for The Living Room Program will develop and implement an outreach and engagement plan for:

- Have a direct connection with Guests from diverse communities who would benefit from access to the Program.
- Create community awareness of the Program by building and maintaining relationships with other social service organizations, including but not limited to other components of the crisis continuum, (e.g. 988 hotlines, warm lines, and mobile crisis response teams), first responders (police, fire, EMT, etc.) medical personnel (primary care physicians, emergency departments, etc.).
- Ensure community involvement and support for The Living Room Program of Services.
- Identify community groups, organizations, businesses, residents, and key stakeholders.
- Conduct outreach and engagement activities including the development of marketing to promote the Program.

Develop Awareness and Engagement Plan

- Identify community groups, organizations, businesses, residents, and key stakeholders.
- Information is to be provided regarding understanding The Living Room's purpose, program, activities, and expected positive impact for the community.
- Stakeholders will be provided with the opportunity to provide feedback and exchange ideas regarding The Living Room program of services.
- Printed materials and social media will be utilized to provide continuous information regarding The Living Room.
- Participate in events, workshops, and make presentations to religious institutions, businesses, organizations, and police departments.
- Providing community education awareness and involvement are key to successful integration of community residents with mental illness.
- Actively engage the community with the program of services of The Living Room and involve the community to become involved in the development of the community plan.
- Actively engage Guests in supporting the processes that will assure successful impact.

Monitoring Service Delivery

- Work closely with TLOC Executive Leadership (Directors and Managers) to implement The Living Room short and long-term goals and compile program information as needed.
- Track progress of community involvement with The Living Room Program of services.
- Work with The Living Room Team (Project Director, Clinicians, Recovery Support Specialists, Directors, and other stakeholders) to document community engagement.
- Provide information for the periodic reports that aids in proper submission to funder.
- Attend community meetings and events to represent the program in conversations relevant to TLOC.

Quality and Accountability

- Familiar with TLOC Quality Assurance processes to ensure quality and accountability in the work done by the team.
- Meet reporting of grant performance results per funder requirements as necessary.
- Follow all applicable regulatory standards, including but not limited to: IDHS and Medicaid procedures.

Networking and Team Building

- Do community outreach to inform surrounding areas about The Living Room's purpose, program, activities, and expected positive impact in the community,
- Participate in events, workshops, and make presentations to religious institutions, businesses, organizations, and police departments.
- Be involved in community education awareness as part of making successful connections with community residents experiencing mental illness.
- Work with community leaders and residents to develop a community plan.
- Assisting with the process of establishing ownership of the community plan among residents through the natural evolution of Guests becoming actively engaged in supporting the processes that are designed to create successful impact.

Professionalism and Work Conduct

- Conduct oneself with integrity, demonstrate high ethical standards, display a positive image of TLOC, which includes, acting in a professional manner at all times by

- maintaining appropriate boundaries with Guests and staff while understanding and supporting TLOC's standards of cultural proficiency.
- Report to work, meetings, trainings, and job-related activities prepared and as scheduled.
 - Respond to Guests and their families, TLOC staff, IDHS service providers, and other stakeholders in a timely manner to ensure follow-up that adequately addresses needs.
 - Performs other related tasks as required or assigned.

WORK ENVIRONMENT:

This position works on-site and requires attendance at some off-site meetings.

WORK CONDITIONS:

This position may require attendance at some off-site meetings along with some work on weekends and evenings.

MANDATORY REQUIREMENTS:

- Receive mandatory initial Living Room Program training by:
 1. Completing a two-hour DMH video-based training
 2. Complete 16 hours of CRSS/CPRS Competency Training
 3. All staff are expected to become Certified Recovery Specialists (CRSS) within 1 year of being hired.

SALARY: \$45,000.00 (annually)