

**CLASS TITLE: COMMUNITY LIAISON RELATIONS COORDINATOR  
(DEPARTMENT OF CHILDREN, YOUTH AND FAMILIES)**

**Class Code: 02768600**

**Pay Grade: 35A**

**EO: B**

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To be responsible for the development, implementation and maintenance of the Office of Community Relations responsible for timely communications, outreach, conflict resolution and public information; to collect and disseminate information which will assist the department in improving its effectiveness, efficiency and accountability, by strengthening both external and internal support systems; to do related work as required.

**SUPERVISION RECEIVED:** To work under the administrative direction of the Director's Chief of Staff, with wide latitude for the exercise of initiative and independent judgment; work is reviewed through submitted reports, conferences for conformance to policies, rules, regulations, laws and departmental objectives.

**SUPERVISION EXERCISED:** Plans, coordinates and evaluates the work of a clerical staff, assigned in carrying out program functions.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

To be responsible for the development, implementation and maintenance of the Office of Community Relations responsible for timely communications, outreach, conflict resolution and public information;

To collect and disseminate information which will assist the department in improving its effectiveness, efficiency and accountability, strengthening both external and internal support systems;

**Communications:**

To provide outreach and liaison with community agencies, religious institutions, advocacy groups and individuals for on-going productive dialogue;

To respond, in a timely manner, to calls and letters where individuals raise concerns or have questions regarding cases with which they are personally involved or with which friends or family are involved;

To track all letters and calls that are received and ensure timely and respectful response or status report to each and every contact;

To assist the department in its understanding and improving cultural competence;

To develop, implement and maintain a comprehensive staff communications program;

To do related work as required.

**Public Information:**

To coordinate community education about the department including speakers' bureau;

To coordinate the publication of brochures, pamphlets and newsletters directed toward the public and clients of the department, including children;

To assist outside individuals in their understanding of federal and state law, regulation and best social work practice for the safety and well-being of children;

To do related work as required.

**Conflict Resolution:**

To develop a client's rights form, which will apprise clients of their rights and of the availability of staff who will hear, investigate and respond to their concerns;

To act as liaison between assigned department staff person and concerned individual to ensure individual understands what is occurring and help secure timely, respectful responses to questions;

To act as liaison to Hearing Officer and hearing office re: scheduling of hearings and insurance of decisions;

To respond to requests by the assigned department staff person to bring together community individuals who can assist in a particular situation;

To submit quarterly written reports to the Director and Senior Executive Team detailing the types of concerns raised by the community and the resolution;

To do related work as required.

### **Outreach:**

To work with staff development and training and personnel offices to enhance diversity of workforce;

To actively engage in recruitment for entry and other level positions within the agency;

To assist in screening of candidates who may have non traditional skills and experiences;

To work with department's Multi-Cultural Consultation Team to enhance the recognition, appreciation and celebrate diversity among staff and our clientele.

To work with department's ADA coordinator to explore options for disabled staff to contribute meaningfully as part of a diverse workforce;

To work with the department's Affirmative Action Committee in recruitment, planning and implementation of Affirmative Action Plan;

To work with the department's Equal Employment Opportunity Officer in relation to planning and compliance and development of a diverse workforce;

To do related work as required.

### **REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS AND CAPACITIES:** A thorough knowledge of the methods, practices and procedures for the dissemination of compelling information; a thorough knowledge of, and the ability to evaluate and assess the attitudes and need for change and modification in the organizational culture of children and family services system as identified by the community as well as various public and private organizations interested in human services; a thorough knowledge and sensitivity to cultural issues; a thorough knowledge of community resources and the ability to utilize them effectively; a working knowledge of automation systems and related software; a thorough knowledge of the operation of a personal computer and the ability to apply such knowledge; the ability to write, edit and develop various written materials including written correspondences, brochures, as well as news releases; the ability to develop and evaluate reports and to present these in written and verbal presentations; the ability to accept direction and work under the supervision of a superior; the ability to establish and maintain effective working relationships with diverse clients, staff, superiors and associates, other public and private agencies, and the community; and related capacities and abilities.

### **EDUCATION AND EXPERIENCE:**

**Education:** Such as may have been gained through: graduation from a college of recognized standing; with a Bachelor's Degree in Communication, Public Administration, Public Relations or other related degree with concentration in mediation and/or conflict resolution

**Experience:** Such as may have been gained through full time employment in community organizing, public relations or responding to constituents' concerns.

**Or,** any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: November 19, 2000

Editorial Review: 3/15/2003