Family & Community Services Coordinator

QARI (Quincy Asian Resources, Inc.) is a not-for-profit social service organization dedicated to fostering and improving the social, cultural, economic, and civic lives of immigrants and their families. Through collaborations and partnerships, QARI provides culturally competent services, such as workforce development, adult education programs, youth development, and cultural events as well as information and referrals to public or other community partners. QARI prides itself as the leader in providing social solutions to all immigrants and is committed to pave the innovative way to connect with people.

Under the direction of the Family & Community Services Lead, this role will be on the frontline to interface with all clients. The coordinator will advocate for our client’s success and leverage QARI and community partner resources to help them succeed. The coordinator will build positive relationships within the immigrant populations and community partners to pinpoint individual needs in the community. The coordinator will constantly bring information and stories to the Integrated Services Team and help to develop immediate services and pathways to help clients resolve problems. This position requires a high level of organizational skills and be proactive in outreach, marketing, and recruitment in order to deliver client centered solutions. The coordinator must recognize that every day is an opportunity to ensure that our clients have the most positive experience through QARI.

FLSA Status: Non-Exempt

Hours/Week Category: Full Time

Reports To: Family & Community Services Lead

Responsibilities:
- Assist clients with social service needs including but not limited to filling out applications and forms, translating documents, helping draft letters, provide referrals to local and state agency partners, etc.;
- Educate clients about QARI and integrated services and resources;
- Build positive relationships and trust with clients;
- Support clients by finding effective solutions to their challenges and issues;
- Ensure all client profiles and data are entered into the Salesforce system; and
- Build and sustain client and community relationships.

Skills & Qualifications:
- 1-3 years of related community outreach experience;
- Basic knowledge of social work, medical and/or health care system preferred;
- Bilingual fluent in English and one of the following: Cantonese and Mandarin;
- Passion to help others through QARI’s integrated services;
- Strong interpersonal skills – approachability, active listening, and empathetic;
- Excellent verbal, presentation, and public speaking skills;
- Ability to multitask in a fast-paced environment; and
- Valid driver’s license including ability and willingness to travel.

Physical Requirements:
- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

www.qariusa.org