Bilingual Community Outreach Specialist
(Arabic or Dari/Pashto)

At Multi-Service Center (MSC), we believe that diversity, equity, and inclusion make us a stronger team to achieve our goals. Our mission is to build a future without poverty by creating pathways to help, hope, and dignity for our neighbors. By joining MSC, you too can be part of the team that works to empower individuals and help create thriving communities. If you are looking for something that contributes to your sense of purpose and impacts our local community, you will want to know more about us, our values and culture, and our opportunity.

We offer a complete benefits package that includes: a choice of two health plans; dental and vision plan, life insurance (1X annual base pay), and long-term disability insurance (60%); FSA, HRA; 401K; 3 weeks of vacation to start, 12 days of sick leave and 14 paid holidays including your birthday. You can find more information on the Careers Page of our website.

MSC is seeking a full-time Community Outreach Specialist to assist recently arrived immigrant and refugee households and helps familiarize them with available programs and services in King County. The Specialist will provide culturally relevant navigation services and educational workshops to vulnerable individuals and families to help them settle in their community. The person in this position will conduct outreach and recruit participants who may be eligible for assistance, focusing on serving eligible immigrants and refugees in Auburn, Burien, Federal Way, Kent, SeaTac, Tukwila, and Renton.

The Community Outreach Specialist reports to the Eviction Prevention and Rent Assistance Program Manager. This position is at our headquarters in Federal Way, requiring travel throughout south King County and Seattle.

Status and Schedule
- Non-Exempt, Full-time, Monday to Friday, 8:30 AM to 5:00 PM.

Overview of Responsibilities
- Assess the needs of the community members.
- Conduct outreach that is culturally responsive and specific.
- Coordinate community information sessions to teach program participants about integration into local communities and to the United States.
- Participate and coordinate community-wide events that target eligible program participants.
- Provide resource navigation referrals.
- Provide support with returning phone calls, responding to voicemails and email inquiries.
- Timely and accurate completion of assistance requests.
- Maintain the upkeep of program-associated data and track it accordingly.
- Advocate on behalf of the customer if needed.
• Become familiar with all other MSC services, staff, and activities and be an active part of the MSC Team.

Requirements

• High School Diploma or equivalent. Post high school education preferred.
• At least one year of conducting outreach to community members.
• Lived experience that may reflect, but is not limited to identifying as an immigrant, refugee, living with a low income, strengthening resilience in times of adversity, navigating community resources and systems such as public housing, state benefits, immigration etc.
• Facilitation and public speaking skills a plus.
• Fluent speaker in Arabic or Dari/Pashto.
• Speak, read, write, and understand well both English and one of the languages mentioned earlier.
• Values community connections as a resource of support.
• Demonstrates a willingness to learn, grow, explore with our team to promote a healthy community.
• Ability to work in a self-directed manner and assume responsibility for assigned tasks.
• Ability to be flexible and adjust to deadlines and changes in assigned tasks; understand that the workflow varies in volume-based department projects.
• Excellent organizational skills with an eye for detail.
• Excellent customer service skills and phone manners.
• Empathy for low-income, unhoused, elderly, and other families and individuals in need
• Be proficient with basic computer skills, including MS 365 email and calendaring, Word and Excel, and a willingness and ability to learn additional databases.

Wage/Salary Range

Grade:13 Pay Range MIN $24.61 HIRING MAX $27.06

Join our mission!

To apply, please send your resume and cover letter to jobs@mschelps.org.

No phone calls please.

Multi-Service Center is committed to creating a diverse and inclusive environment. MSC is proud to be an Equal Opportunity Employer. MSC welcomes all qualified applicants and will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.