



IRONBOUND COMMUNITY CORPORATION

Job Description Form

Program Name: Lead Remediation Program

Job Location: 317 Elm St. Newark, NJ, 07105

Job Title: Lead Outreach and Intake Specialist

Reports to:

Title:

Hours:

FLSA Status

Exempt

Nonexempt

Type of position:

Full-time Consultant/Contractor

Part-time Intern

Other comments:

JOB DUTIES

The Ironbound Community Corporation (ICC) is a 50+-year nonprofit organization whose mission is to engage and empower individuals, families, and groups to realize their aspirations and work together to create a just, vibrant, and sustainable community. ICC strives to address the needs of our diverse, multi-lingual, multi-cultural community. Today, ICC serves more than 1,000 children and families daily with various programs and services. ICC also strengthens communities through advocacy, neighborhood organizing, and community development initiatives.

The Ironbound Community Corporation (ICC) is seeking a highly motivated and skilled Lead Outreach and Intake Specialist for its Lead Remediation Program. The Lead Outreach and Intake Specialist will play a crucial role in engaging with the target community, managing the intake process, and ensuring excellent customer relations. This role requires strong communication, organizational, and customer service skills to effectively reach and assist community members.

ROLES AND RESPONSIBILITIES

- Conduct outreach activities to engage the target community and raise awareness about the Lead Remediation Program. Develop and maintain relationships with community organizations and stakeholders.
- Create and disseminate marketing materials and messages to promote the program and lead remediation. Reach community members through various channels, including social media, community events, and partnerships.
- Oversee the intake process, including collecting and reviewing documentation to qualify applications.
- Ensure that all required information is accurately recorded and processed on time.
- Serve as the primary point of contact for program applicants, providing excellent customer service and support. Address inquiries, resolve issues, and ensure a positive experience for all participants.
- Assist with scheduling appointments and site visits as needed. Coordinate with program staff to ensure efficient and effective service delivery.

JOB SPECIFICATIONS OR QUALIFICATIONS, SPECIAL WORKING CONDITIONS

- A minimum high school diploma or equivalent is required.
- Prefer at least 2-3 years of experience in community outreach, intake management, or customer service.
- Strong communication and interpersonal skills.
- Excellent organizational and time management abilities.
- Ability to work independently and as part of a team.
- Proficiency in Microsoft Office and Google Suite.
- Knowledge of the community and local resources is a plus.
- Bilingual skills (English/Spanish) are highly desirable.
- Must complete the "Healthy Homes for Community Health Workers" online training.

Core Values

ICC is animated by core values, including mutual respect, empathy, fairness and transparency, commitment to excellence, and accountability.

Mutual Respect: We accept the importance of each person's rights, customs, and wishes. We are courteous and supportive in our interactions with clients and colleagues.

Empathy: We strive to understand what others are experiencing and feeling by trying to see things from their perspectives. We are willing to give our time and energy to the community and are constantly searching for ways to improve the lives of those we serve.

Fairness and Transparency: We are committed to authentic, two-way communication, willing to listen without judgment and, with respect, express our point of view. We cherish diversity and inclusiveness, embracing the community with its input and feedback.

Commitment to Excellence: We provide the highest quality service possible, earning trust and exceeding expectations. We continuously learn from experience. We approach challenges with creativity and flexibility.

Accountability: We are responsible for the quality and outcomes of the programs we provide, for explaining why deviations from reasonable expectations may have occurred, and for responding responsibly at all times, especially when errors in behavior or judgment have happened.

ICC is an Equal Opportunity Employer committed to further building and maintaining a staff that reflects our community's full range and diversity. Not only do we embrace and celebrate the diversity of our community members, but we also strive for the same in our employees. ICC is committed to equal employment opportunity regardless of race, color, ethnicity, ancestry, religion, national origin, gender, sex, gender identity or expression, sexual orientation, age, citizenship, marital or parental status, disability, veteran status, or other class protected by applicable law. We are looking for a diverse applicant pool. We strongly encourage women of color, persons with disabilities, immigrants, members of the LGBTQ community, and people from low-income and working-class backgrounds to apply.

If interested, please send a resume and cover letter to ICCHiring@ironboundcc.org with the subject line "Lead Outreach and Intake Specialist"