JOB TITLE: Outreach and Education Specialist  
PROGRAM: Emergency Rental Assistance Program (ERAP)  
REPORTS TO: Director of Workforce Development and ERAP Manager

ABOUT THE ORGANIZATION: Since 1973, our mission has been to serve as a bridge connecting Korean immigrants to the resources needed to overcome economic, health, and social barriers to becoming thriving members of society. Today, we serve the wider immigrant community, providing culturally competent programs and services focused on Senior Care, Education, Immigration and Civic Engagement, Health, and Workforce Development.

ABOUT THE EMERGENCY RENTAL ASSISTANCE PROGRAM: The City of New York has been allocated a budget for the Emergency Rental Assistance Program (ERAP) to assist households that are unable to pay rent and utilities due to the COVID-19 pandemic. This program will provide Housing Assistance Payments (HAP) to landlords on behalf of low-income households, including payment of rent arrears and future rent.

POSITION SUMMARY: To ensure that no household is left homeless, Korean Community Services of Metropolitan New York (KCS) is working in partnership with the City’s Department of Social Services/Human Resources Administration (DSS/HRA) to implement the City’s Emergency Rental Assistance Program and help tenants/landlords access federal aid. KCS is seeking an exceptionally qualified candidate fluent in Spanish for the role of the Outreach and Education Specialist. In collaboration with the City’s DSS and HRA, the Specialist will campaign ERAP and perform targeted community outreach, through a variety of media, to the City’s tenants and landlords, community leaders, faith-based organizations, and other stakeholders to promote ERAP. The Specialist will also educate the public about the program’s requirements and benefits, ways to apply, and where to seek help with application competition and submission.

PRIMARY RESPONSIBILITIES:  
Working under the leadership of the department Director and the ERAP Manager, the ERAP Outreach and Education Specialist will:

- Lead efforts to increase community engagement, campaign work, and other forms of direct outreach, which include but are not limited to tabling, canvassing, phone-banking, text-banking, town halls, teach-ins
- Build strong relationships with vulnerable population groups in order to encourage them apply;
- Maintain keen focus on educating target population on ERAP;
- Manage all aspects of outreach activities, which include managing inventory, post-reporting, data entry and related tasks;
- Adhere to all data security and privacy protocols around ERAP engagement;
- Support volunteer recruitment and training activities.

QUALIFICATIONS:
- High school graduation or equivalent and any experience in community work or community centered activities in an area related to the duties as described above;
- Excellent communication, project management, and multi-tasking skills;
- Experience with data management and reporting;
- Understanding of New York City’s diversity and experience working with people of diverse backgrounds;
- Demonstrated proficiency in MS Office software with an emphasis on Excel, Word, and Gmail;
- Proficient in written and spoken Spanish;
- Ability to travel within New York City.

COMPENSATION: $18 - $20/hourly (depending on experience)

* This position is currently funded until September 30, 2022.