



Bilingual Outreach Coordinator

QARI (Quincy Asian Resources, Inc.) is a not-for-profit social service organization with a mission to foster and improve 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 a leader in providing social solutions to all immigrants and is committed to paving innovative ways to connect with people. QARI is headquartered in Quincy, MA with operations in New York City, NY and Providence, RI.

Under the direction of the NYC Manager of Programs & Services, the Outreach Coordinator will support outreach and community engagement, assist with translation services, and provide information and referral services to clients onsite at QARI's outreach events, by phone, and virtually on Zoom. The Coordinator will also help identify key stories and trends in client needs to help the Manager develop new services and pathways to support the immigrant community. S/He must be organized, maintain accountability, and be creative and responsive to identify client needs and recommend innovative ways to address them. This includes reporting metrics and data on program effectiveness and efficiency to maximize QARI's impact and support clients in a timely manner. The Coordinator must be a strong communicator, eager and willing to learn about the community and engage with clients and partners directly and in group settings. S/He will be proactive for outreach, marketing, and recruitment to deliver a client centered experience and recognize that every day is an opportunity to ensure our immigrant clients succeed and grow.

FLSA Status: Non-Exempt

Hours/Week Category: Full Time

Reports To: NYC Manager, Program & Services

Location: Brooklyn and/or Queens, NY

Responsibilities:

- Assist clients with exceptional services including but not limited to filling out applications and forms, translating documents, helping to draft letters, and more.
- Provide translation and social services to clients onsite at mobile markets, food pantries, health centers, and other partner sites, primarily in Queens (Flushing, Queensbridge) and Brooklyn (Downtown, Bed-Stuy, Sunset Park).
- Research and identify new program areas and community partners to address client needs.
- Support communication, outreach and grow awareness about QARI programs and services through social media, newsletters, and other tools.

- Lead a monthly storytelling initiative to highlight a client via social media and other outreach channels to help demonstrate QARI's programs.
- Educate clients and partners about QARI's integrated services model and mission.
- Build positive relationships and confidence with clients including providing direct navigation, referrals, and other support as needed.
- Support and empower clients by finding effective solutions to problems/issues.
- Build strong relationships and confidence with community partners, including community organizations, health centers, schools, workforce partners, and others.
- Ensure all client profiles and data are entered into the Salesforce systems, and support program evaluation and outcome tracking.
- Coordinate with the QARI team regularly to ensure clients are supported and all needs are responded to in a timely manner, including regular check-ins with supervisor and team members.
- Additional duties as assigned.

Skills & Qualifications:

- Required bilingual candidate, including oral and written proficiency, in English and Mandarin and/or Cantonese.
- Bachelor's degree or equivalent, preferred in social work, mental health, or counseling. Additional work experience may be substituted for a degree.
- Demonstrated sensitivity to and understanding of the diverse socioeconomic, cultural, and ethnic background of the community served.
- Excellent communication skills, responsiveness, and willingness to support clients in need.
- Experience building strong community relationships with clients, partner organizations, vendors, sponsors, etc.
- Working knowledge of GSuite (Gmail, Google Meet and Drive) and Salesforce.
- Maintains reliable form of transportation and/or 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.

Interested applicants should submit their cover letter and resume to Human Resources at hr@quincyasianresources.org and emilycanner@quincyasianresources.org

Company website: www.qariususa.org