

# COMMUNITY OUTREACH MANAGER

Housing & Human Services | Community Development



## JOB RESPONSIBILITIES

Terrebonne Parish Consolidated Government's Community Outreach Manager is responsible for assessing and addressing the community's needs to improve the quality of life within Terrebonne Parish.

### JOB OVERVIEW

#### PAY TYPE

Exempt (Salaried)

#### SCHEDULE

Monday to Friday

#### LOCATION

Housing & Human Services

#### REPORTS TO

Housing & Human Services Director

#### PHYSICAL DEMANDS

Lift up to 25 lbs. (light)

#### WORK ENVIRONMENT

Professional office environment with frequent interaction with clients, staff, the public, and government agencies, in a collaborative team setting and must also be available for emergency response operations.

#### EMERGENCY EVENTS

Required to work during emergency events.

#### REQUIREMENTS

Valid Louisiana driver's license

In this role, the incumbent will be required to identify and address the needs related to public health services, economic assistance, workforce development, infrastructure, and opportunities for residents and business.

The Community Outreach Manager will work closely with the Quality of Life Department, LDH Regional Leadership and the Public Health Unit, non-profits, and community leaders to make a positive overall difference in the parish and ensure that the residents standard of living is continually improved.

### JOB DUTIES

- Actively engage with community leaders, local organizations, and health service providers to ensure support for ongoing efforts and to identify emerging needs.
- Establish, build, and sustain coalitions and partnerships focused on addressing community issues and improving quality of life, ensuring engagement and active participation.
- Design and execute population-specific outreach initiatives, including workshops, community events, and discussion groups, to provide underserved communities with access to resources and support.
- Deliver educational materials, conduct classes, and distribute assistance resources to schools, community groups, and individuals in a culturally relevant manner to promote healthy quality of life and informed decision-making.
- Lead efforts to raise awareness about physical and mental health, and other community services, through media campaigns, social media, public exhibits, and community events.
- Maintain records, reports, and statistical information regarding community health trends, outreach effectiveness, and program impact. Regularly update data to evaluate program success and identify areas for improvement.
- Facilitate the entry of residents into coordinated clinical care systems and collaborate with transportation and other enabling services to ensure smooth access to resources.
- Contribute to ESF-6 and ESF-8 planning and disaster response efforts, including providing case management and support to General Populations Shelters and LDH Medical Special Needs staff during disasters.
- Oversee key health initiatives like the 988 Mental Health Awareness Walk, Boys 2 Men Mentorship Program, and Sisterhood Mentorship Program. Ensure that these projects receive necessary funding, support, and community participation.
- Work with the Juvenile Jail Director to find evidence-based programs aimed at reducing recidivism, fostering family involvement, and enhancing support for youth.

# COMMUNITY OUTREACH MANAGER

*Continued from previous page.*

## JOB DUTIES CONTINUED

- Regularly assess the effectiveness of partnerships, reviewing feedback from stakeholders, council members, and the community. Adjust programs and outreach strategies to improve results.
- Create engaging social media content and marketing materials to raise awareness of community programs, services, and health education initiatives.
- Track the progress and effectiveness of outreach programs using spreadsheets, surveys, and performance metrics, and ensure that necessary data is captured for grant funding opportunities.
- Assist in the identification and collection of data to apply for grant funding and maintain spreadsheets to track potential funding opportunities for the parish.
- Evaluate the sustainability and effectiveness of community outreach efforts on a monthly, quarterly, and annual basis, and provide necessary reports and feedback to leadership.
- Assist with mandatory evacuations and local emergency shelter management and monitoring.
- Participate in quarterly One-on-One meetings with Supervisor.
- Complete all required annual trainings—including ethics, harassment prevention, diversity, and cybersecurity—in accordance with organizational and regulatory standards.
- Ensure all duties and responsibilities are performed with integrity, professionalism, and in good faith, consistently upholding and protecting the interests, reputation, and assets of the Parish government.
- Perform any additional task as required by Supervisor.

## SKILLS AND QUALIFICATIONS

- **Leadership Skills:** Ability to guide and inspire others to mobilize the community to ensure that all residents of the parish have access to services and information. Requires a high level of tact and integrity, due to the high level of internal and external contacts with a high degree of exposure to confidential information.
- **Time Management:** The ability to prioritize multiple community outreach programs and events, ensuring deadlines are met while balancing day-to-day responsibilities and urgent needs.
- **Analytical Skills:** Strong aptitude for analyzing community data, tracking program effectiveness, and assessing feedback to identify areas for improvement and to make data-driven decisions.
- **Communication Skills:** Excellent written and verbal communication abilities to engage and collaborate with people in the community at all levels in a personable and professional manner to build strong relationships and programs.
- **Organizational Skills:** Highly organized in managing multiple projects, partnerships, and resources, ensuring smooth coordination and efficient execution of outreach programs and events.
- **Technical Skills:** Proficiency in Microsoft Office Suite, data management tools, social media platforms, and basic graphic design or marketing tools to create and track outreach materials and campaigns.
- **Qualifications:**
  - Bachelor's degree in business, marketing, social work or related fields from an accredited college or university preferred.
  - Minimum of two (2) years of experience working in the community to development and implement programs.

