



Job Description

JOB TITLE: Participant Retention Liaison

DATE WRITTEN: August 2023

FUNCTIONAL AREA: Language & Culture

DATE APPROVED: August 2023

REPORTS TO: Program Manager

SALARY: \$41,000 - \$45,000

JOB SUMMARY:

This position supports language learners enrolled in the Language and Culture program offered by the Phoenix Indian Center. Serves as the primary point of contact for the participants as individuals or family units and is responsible for managing communications between students, teachers and Instructional coaches. Provides warm referrals, troubleshoots attrition issues, and offers community resource as needed to maintain student attendance in language classes. provides support to the overall language and culture program efforts. Some new language instruction is in the early stages of development; therefore, applicants should be prepared to actively and creatively contribute to the development of the program by working with staff and participants to increase the effectiveness and efficiency of program.

MAJOR JOB FUNCTIONS:

The Participant Retention Liaison's role includes, but is not limited to:

- Serve as PIC liaison and manage all communication with language class participants.
- Engage, re-engage and maintain a connection with class participants to ensure retention of enrolled students continues.
- Refer participants to additional social/family service resources as needed.
- Track members' participation in all classes and maintain enrollment information.
- Make recommendations for improvements to program protocols and regularly work to increase the efficiency and effectiveness of program systems.
- Maintain a log of all interactions with participants and the Phoenix Indian Center in electronic database and track issues until they are resolved.
- Assist in collecting program/participant documentation and data entry.
- Execute a variety of administrative duties, including: organizing and maintaining confidential filing systems; preparing documents, and spreadsheets;
- Participate as a team member in the Language & Culture program.
- Support the day-to-day operations, management and expansion of the program.
- Assist in preparation of written reports, and the development of grant proposals to support the project.
- Carry out all responsibilities in a team and client-focused manner, providing outstanding service to all external and internal staff, students and clients.
- Perform other duties, as needed.

MARGINAL OR ADDITIONAL FUNCTIONS

- Weekly consultations with contracted language teacher specialist and assistants regarding the creation and delivery of the language programming presented by contracted personnel.
- Assist in participant recruitment.
- Coordinating and confirming event planning with contracted consultants.
- Creating and distributing media promoting culture and language offerings.
- Creating required forms for event and class participation.
- Following up with contracts relative to events and presentations.
- Accessing community resources.
- Performing various duties as required ensuring responsible, professional, and caring delivery of services.

MINIMUM QUALIFICATIONS

- Bachelor's degree in Social Work or field appropriate to area of assignment AND two years of relevant experience; OR any comparable combination of years of education and experience
- Knowledge of American Indian experience, including youth and family strengths and stressors, tradition and culture, and prevention and resilience
- Experience providing administrative support to social service programs in an academic or non-profit setting.
- Professional experience providing customer service to low-income community members, individuals who have experienced trauma and/or adults with limited education and/or low literacy. – Strong decision-making skills and attention to detail.
- Ability to multitask.
- Ability to effectively communicate ideas, findings, recommendations, and outcomes.
- Highly proficient with Microsoft software package (outlook, word, excel, PowerPoint, publisher)
- Must possess valid DPS Fingerprint Card or able to obtain one upon immediately upon offer of employment.
- Must have dependable transportation with a valid Driver's License and Automobile Insurance coverage in compliance with Phoenix Indian Center requirements.
- Work is performed in an office environment and requires the ability to operate standard office equipment and keyboards. Must have the ability to lift and/or carry small parcels, packages and other items with a minimum weight of 25lbs, to walk short distances, and drive a vehicle when necessary

PREFERENCE:

In accordance with the Indian Preference Regulations, preference is given to American Indians. To claim American Indian preference a copy of tribal affiliation must be submitted with a full application packet. A full application packet consists of letter of application, resume and supplemental information form.

Note - All staff requirement:

- Must have or able to obtain a State of Arizona Department of Public Safety Fingerprint Clearance Card within 90 days
- Dependable transportation, valid driver's license, and automobile insurance coverage in compliance with Center requirements