



Job Posting: Community Engagement Specialist – KISRA Cares Program

Location: KISRA 131 Perkins Avenue, Dunbar, WV 25064

Job Type: Full-Time

About Us: KISRA Cares Program is committed to supporting individuals dealing with mental illness and/or substance abuse in Kanawha County. We provide services that promote safety, health, and community stability through prevention, intervention, and essential support services.

Job Summary: The Community Engagement Specialist (CES) provides compassionate support and case management to help consumers thrive in their communities. This role involves direct service delivery, outreach, and advocacy while maintaining strong collaborative relationships with service providers.

Key Responsibilities:

- Documentation of consumer contacts with accurate record keeping.
- Provide client support through assessments and case management.
- Maintain contact with DHHR and social workers at area mental health facilities.
- Prepare accurate and timely program reports.
- Conduct community outreach and promote program services.
- Maintain confidentiality in line with KISRA policies.
- Transport consumers to psychiatric appointments and to monthly scheduled CES events.
- Market KISRA'S CES Program and recruit consumers for the CES Program.

Required Skills and Qualifications:

- Bachelor's degree in a related field preferred or at least three years of relevant experience.
- Strong organizational and multitasking skills.
- Proficiency in Microsoft Office (Word, Excel, Outlook) and familiarity with office equipment.
- Ability to work collaboratively with peers and community partners.
- Exceptional interpersonal, oral, and written communication skills.

Key Competencies:

- **Customer Service:** Respond promptly and professionally to client needs.
- **Problem-Solving:** Identify and resolve issues effectively and collaboratively.
- **Interpersonal Skills:** Maintain confidentiality and handle conflicts constructively.
- **Communication:** Communicate clearly and persuasively in both written and oral formats.
- **Teamwork:** Promote a collaborative and supportive team environment.
- **Quality Management:** Ensure accuracy and continuous improvement.
- **Ethics and Integrity:** Uphold organizational values and treat others with respect.

Physical and Environmental Requirements:

- Ability to work in a fast-paced environment and perform outreach activities.
- Ability to adapt to changing work priorities.