**Position:** Community Support Specialist. NCJWLA is looking to hire two people into this role.

**Reports to:** Critical Response Program Manager

**Department:** Programs

**Job Location:** Los Angeles, CA. Work is majority remote, with cycles of in-person work required at our offices in Central Los Angeles. Applicants must live in LA County and be able to get to our office location with reliable private or public transportation. Some local travel within LA County for community outreach to KPSC office locations will be required. Paid parking is provided for employees.

**Pay:** $44,500. Comprehensive benefits package also includes paid sick and vacation time, health insurance coverage, cell phone stipend, paid professional development opportunities, as well as other benefits available to all NCJWLA employees.

**Role type:** Grant-funded, full-time, working (30) thirty hours per week. Grant term is three years, March 1, 2023-March 2026.

**Time Commitment:** full-time, with some non-traditional hours (outside of 8 am-5 pm) may be necessary based on client need.

**About NCJW | LA**

NCJW|LA embraces diversity and equal opportunity. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills. The more inclusive we are, the better our work will be. We are looking for highly passionate and dedicated people to help support our mission. Job applicants of all backgrounds without bias regarding race, ethnicity, religion, age, gender identity, sexuality or national origin are encouraged to apply.

NCJW|LA is committed to advancing economic justice for women and their families. In addition to our direct service programs: we support the passage of laws and policies that ensure economic security, promote dignity in the workplace, and expand the safety net for families who are struggling.

**Position Context:** The National Council of Jewish Women, LA (NCJW|LA), is directing one of the California Department of Social Services Guaranteed Income Pilot Programs (GIPP). Pregnancy Assistance and Income for Diabetics (PAID) is a program that will provide 150 pregnant people with diabetes with $1,000 in unrestricted cash every month for 18 months. PAID is one of seven pilots across California that are taking part in the state’s first GIPP initiative.

Pilot participants will be drawn from the patient pool at Kaiser Permanente Southern California hospitals and clinics. The primary goals of the program are the following: (1) Reduce the acute economic burden of pregnant people with diabetes who are low income but fall just above the threshold for government programs. (2) Improve inequities in maternal social, economic and health outcomes among a racially
diverse population of lower income, working persons giving birth. (3) Improve inequities in health and developmental outcomes of babies born to lower income, working persons who are giving birth with diabetes.

Position Description: NCJWLA is searching for two individuals to serve as Community Support Specialists for the launch of PAID. Community Support Specialists will assist applicants for the GI pilot, providing assistance with the online application and educating applicants regarding additional support and services available to County residents. Specialists will be responsible for establishing trust with the pilot participants and assessing additional needs for participants as they arise. They will serve as key members of the program support team and will work closely with NCJWLA’s program coordinators to strategize on retention and support strategies for pilot participants, especially as they acclimate to participation in the pilot and navigate opportunities and challenges faced by GI recipients.

Responsibilities include:

**Applicant Outreach and Engagement**

- Provide interested, qualified participants with information on the application process and materials developed for the County pilot.
- Participate in outreach strategies to reach hard-to-reach and underserved communities so that they are knowledgeable about the opportunity to participate in the pilot.
- Answer questions from potential participants and provide information around benefits of program participation.
- Troubleshoot with participants any issues with application process.
- Work with KPSC site staff to coordinate support for program applicants as needed.

**Participant Support**

- Once pilot participants have been selected, provide one-on-one and group support to educate applicants about additional support and services available to them through both the PAID program and other partner agencies.
- Cultivate trust and community between NCJWLA and program participants through regular communications with pilot participants.
- Participate in ongoing outreach and communication between staff and pilot participants including quarterly individual check-ins.

**Ongoing Programmatic Support**

- Provide staff support for additional program components of PAID over the course of grant cycle.
- Participate in additional learning opportunities with statewide GIPP community and national GI communities.

**Requirements/Qualifications:** Ideal candidates will have a commitment to and strong interest in social and economic justice, with an interest in or experience with health equity and guaranteed income. Candidates should have some experience working with diverse populations in Los Angeles and have strong customer service or case management skills.
The job is an ideal learning opportunity for someone with an interest and enthusiasm for pursuing economic justice and equity for communities as well as the ability and willingness to learn new skills and take initiative as a project develops. Candidates must be comfortable with community-based interactions and have some experience working in a collaborative model with multiple stakeholders.

- Educational and/or work experience in any of the following areas/fields is preferred: Public and/or public health, community building, or other related fields.
- Confident leadership, writing, communication, and organizational skills.
- Experience as a member of a team working towards communal goals.
- Understand and believe in the strength of diversity, and the need for solutions to support all people regardless of race, religion, gender, immigration status, or ethnicity.
- Familiarity with the cities and communities of the County of Los Angeles and services and supports available to County residents.
- Fluency in one of the following languages is preferred: Spanish, Korean, Tagalog, Chinese Mandarin, or Armenian.
- Awareness of potential economic impact of diabetes, diabetes risk factors and/or pregnancy is also preferred.

Interested applicants should submit a cover letter and applicant CV/Resume to Maricruz Arzate, at maricruz@ncjwla.org. Please include “Application – PAID Community Support Specialist” in the subject line.

Community support specialist salaries range $27,000 and $56,000 a year.