Community Specialist - Civic Resource Center

Area: Civic Resource Center (CRC)
Reports to: CRC Coordinator
Indirect Oversight: CRC Manager**;** Legal Consultant
Location: El Centro Hispano Offices, Triangle Area
Employment Type: Full-Time — 40 hours per week

Position Summary

Guided by El Centro Hispano's vision of strengthening and advancing people in North Carolina and beyond, the CRC Community Specialist serves as a frontline community engagement professional, providing accurate, accessible civic and legal information through outreach, education, and direct service programs. This bilingual position works closely with community members on issues related to naturalization preparation, voter education, civic participation, and legal information resources. The CRC Community Specialist supports the implementation of Civic Resource Center programs under the supervision of the Civic Resource Center Coordinator and works in coordination with the Civic Resource Center Manager to ensure information shared with community members is accurate and compliant.

Key Responsibilities

Community Education & Direct Service

- Provide civic and legal information, referrals, and resource navigation to community members.
- Conduct intakes and educational workshops on naturalization, voter education, and civic engagement.
- Connect community members to services and resources while maintaining appropriate legal information boundaries.

Outreach & Community Engagement

- Conduct outreach and represent the organization in the community.
- Build and maintain relationships with community members and partner organizations.
- Support community education and awareness efforts through various communication channels.

Naturalization Support Programming

- Support naturalization education programs and provide accurate information and resources to eligible individuals.

Voter Education & Civic Participation

- Conduct nonpartisan voter education and civic engagement activities.
- Provide information on voter registration, elections, and civic participation opportunities.
- Support community outreach and education efforts related to civic and legislative engagement.

Documentation & Reporting

- Maintain accurate service and outreach records.
- Assist with data collection, reporting, and program evaluation.
- Track community needs, service trends, and program outcomes.

Team Collaboration

- Collaborate with staff to support community education, civic engagement, and access to justice initiatives.
- Participate in team meetings, training, and professional development opportunities.

Important Disclaimer

This position provides legal and civic information, not legal advice. All legal content is reviewed in coordination with the Legal Consultant/Supervising Attorney. All voter and legislative activities are conducted in a strictly nonpartisan manner in compliance with nonprofit regulations.

QUALIFICATIONS

- **Education & Experience**
    - Associate's or Bachelor's degree in social work, public health, political science, legal studies, human services, or a related field (or equivalent experience).
    - Minimum 1–2 years of experience in community outreach, nonprofit services, civic engagement, immigration services, legal information programs, or related work.
    - Experience working with diverse and multicultural communities is preferred.
- **Skills & Competencies**
    - Strong understanding of community outreach and engagement principles.
    - Knowledge of voter education, civic participation, immigration, or naturalization processes preferred.
    - Ability to communicate complex information clearly and effectively.

- Excellent interpersonal, organizational, and public speaking skills.
- Ability to maintain confidentiality and professional boundaries.
- Cultural competency and commitment to serving diverse populations.

- **Language:** Bilingual (Spanish/English) required.

Working Conditions

- Primarily office-based with work conducted from various organizational locations, including ECH Durham, ECH Raleigh, ECH Carrboro, and ECH Freedman (Durham). Travel between sites and within the community may be required.
- Regular travel within the community required.
- Occasional evening and weekend work may be required, particularly during elections, community workshops, and special events.
- Ability to work independently and collaboratively in a team environment.

Salary Range and Benefits

This is a full-time coordinator level position **$43,729 – $56,848,** at 40 hours per week –occasional evenings and weekends required based on program needs. Final placement within the range is determined based on education and relevant experience upon completion of the 90-day introductory period. Benefits include health insurance, dental, vision, and a 401(k) plan.

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Approved by:

Pilar Rocha Goldberg
President & C.E.O