



THE FRESNO CENTER

Title: Supervisor
Program: UCLA-Get Out the Vaccine (GOTV)
FTE: Temporary Full-Time and Hourly/Salary
Reports to: Special Projects Director
Location: The Fresno Center, Fresno Ca

AGENCY

The Fresno Center (TFC) is a non-profit organization that was established in the past 29+ years, serving the community of Fresno County. TFC offers 20 different support services that include mental health, wellness, and healing, from immigration to education advocacy to clinical behavioural services to holistic wellness services. TFC is the one-stop shop that promotes cross-cultural understanding and cultural preservation. Eight of our 20+ programs focus on mental health services (Horticultural Therapeutic Community Centers Program, Living Well Center, Welfare-to-Work Employment Mental Health Services, Holistic Cultural and Educational Wellness Center, and Neighborhood Resource Center, California Reducing Disparity Project, Central Valley Regional Center Latino and Southeast Asian Navigator Program, and Kaiser Community Benefits Program). Our motto is to “Inspire, Encourage, and Cultivate. Our commitment is to equip staff with the best training and practices to develop and maintain client loyalty and be the employer of choice in the Central Valley.

PROGRAM SUMMARY

Community Based Organizations (CBOs), in partnership with UCLA, are hiring Canvassers to help California residents register for the COVID-19 vaccine and get our State to Community Immunity. The paid canvass is part of a larger grassroots outreach campaign to schedule California residents for COVID-19 vaccination appointments and educate them on the vaccine. The campaign will prioritize majority African American and Latino neighborhoods to ensure an equitable vaccination rollout.

POSITION SUMMARY

The Supervisor primary role is to oversee Canvassers on outreach and door-to-door registration for the UCLA-GOVT program. Responsibilities include hiring, training, and overseeing canvassers, as well as planning a canvassing strategy. Supervisor will focus on strategies for raising awareness and work on end-of-day wrap up including review and submission of PDI data, assign daily geographic area (“cutting turf”), work on the day-to-day operations as well as lead daily check-ins to start the day and support canvassers during the day.

Ideal candidate is outgoing, engaging, driven and wants to make a difference in their community by increasing the number of California residents who receive the vaccine, and improving health outcomes for communities of color.

This is a temporary full-time position that is envisioned to last until December 2022. We are hiring on a rolling basis. Pay is \$25-\$30 hour based on experiences and will receive mileage reimbursement.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assign work schedules, following work requirements, to ensure quality and timely delivery of service.
- Observe and evaluate workers' appearance and performance to ensure quality service and compliance with specifications.
- Train workers in proper operational procedures and functions and explain company policies.
- Train staff on use of technology tools to ensure accurate and timely data entry.
- Review daily and weekly progress reports from canvassers.
- Resolve customer complaints regarding worker performance or services rendered.
- Represent the campaign with professionalism and ethical conduct.
- Ensure that canvass goals are met.
- Use technology tools to ensure accurate and timely data entry.

- Successfully complete required training on the COVID-19 vaccine, scheduling system, COVID-19 safety, and canvass database.
- Ability to walk neighborhoods during shift (distance will vary depending on area canvassing).

MINIMUM QUALIFICATIONS

- 6 months previous experience as a Supervisor in a Community Based Organization.
- Excellent interpersonal, communication, and critical thinking skills, along with leadership ability
- Experience working in a public-facing capacity, such as community outreach, door-to-door outreach, or social service.
- Experience working with underrepresented and/or historically marginalized communities. Demonstrated ability to connect with diverse communities and move people to action.
- Ability to work irregular hours including evenings and weekends.
- Ability to learn quickly.
- Demonstrated success in metrics-driven jobs.
- Proven ability to be flexible and work in a fast-moving environment.
- Must be competent in reporting and use of technology: computer, smartphone to track and monitor hours.
- Should have access to reliable transportation.
- Bilingual in Spanish or other languages is a plus.

LOCATION

Supervisor will work in the field and/or be based out of our field offices. Supervisor will be required to travel throughout their assigned region. Supervisor will be required to check in remotely via Zoom or Google Meet and then deploy from their location. Good internet connection is important.

BENEFITS:

- Medical, vision, and dental coverage.
- Life insurance coverage at annual salary.
- Sick leave, per personnel policy (7 days per year).
- 401k retirement plan, after completion of 90 days of employment; potential 3% match.
- Vacation, per personnel policy (12 days per year).
- Holidays per personnel policy (currently 13 paid holidays per year)

CLOSING DATE: TBD – Position is contingent upon funding.

To apply, please submit a cover letter, resume, and three references via email to Kellie Charfauros, HR Assistant at careers@fresnocenter.org. You can pick up an application at The Fresno Center, 4879 E. Kings Canyon Road, Fresno, CA 93727. The Fresno Center values diversity and is an affirmative action employer. All interested individuals, including women, people of color, people over forty, and persons with disabilities are encouraged to apply.