
Job Title: Cultural Broker I
Program/Dept.: The Holistic Cultural & Education Wellness Center (HCEWC)
Classification: Temporary, Part-Time/Non-Exempt
Salary: \$16.83/Hourly
Reports to: Program Director Supervisor
Location: 4879 E. Kings Canyon Road, Fresno, CA 93727
Date: December 12, 2022

1. 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 behavioral 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.

2. THE PROGRAM:

The objective of The Holistic Center is the behavioral, physical, spiritual, and social well-being of County of Fresno residents. To accomplish this, the Holistic Center provides a comprehensive multidisciplinary system of wellness services. Support services include assessing individual service needs, developing educational curriculum, materials development, referral and linkage to appropriate community resources, health promotion, activity development and implementation. Cultural Brokers must have strong oral and written communication skills; strong organizational and time management skills, and be able to establish and maintain effective working relationships with individuals, community, organizations, various County departments/staff, and other related stakeholders.

In addition, incumbents must remain knowledgeable of complementary healing/holistic methods and practices, new trends and issues in the health care field, and the integrated wellness philosophy of behavioral, physical, and spiritual health through readings, research, professional organizations, training, and participation in mental health education. A high degree of initiative, maturity, integrity, good judgment, and the ability to work independently is required. Cultural Brokers shall receive training, and direction in the performance of assignments. In addition, Cultural Brokers shall receive training in identifying signs of mental illness that may affect members in their communities. The knowledge of mental illness and the services provided by the Department of Behavioral Health and other local providers will aid the Cultural Brokers in supporting individuals who are traditionally underserved.

3. SUMMARY/OBJECTIVE:

Cultural Broker plans and directs mental health prevention/early intervention activities related to the Holistic Cultural and Education Wellness Center (Holistic Center) including education on mental health, culture, and complementary healing practices. Referral and linkage to additional services is also provided as required. Cultural Brokers shall represent the rich diversity of the Fresno County community.

4. ESSENTIAL FUNCTIONS:

- 4.1. Education to individuals and traditional providers on complementary healing practices existing in the community
- 4.2. Referral to traditional services and/or linkage to complementary healers based on the behavioral, physical, and spiritual health wellness and recovery philosophy of the individual.
- 4.3. Establishes collaborative relationships and works with individuals, community groups, agencies and partners on holistic wellness approaches and programming.
- 4.4. Advises on the most effective methods of developing and providing health promotion education, presentations, and services within their community.



- 4.5. Provides supportive services to adults and children through direct contact and education as well as referral to appropriate community resources and/or linkage to complementary healing practitioners as well as to other appropriate community and government agencies.
- 4.6. Demonstrates knowledge and expertise in holistic approaches to wellness and recovery based on community standards established/training received.
- 4.7. Develops and maintains communications with Holistic staff, interagency partners, and community partners in order to provide support and assistance for health education and wellness promotion
- 4.8. Plans and assists with the development of in-service training programs for Fresno County staff and community organizations.
- 4.9. Prepares public information material regarding Holistic Center services, general wellness and recovery promotion information and educational materials.
- 4.10. Develops individual and community education, outreach, curriculum development and media development services to the community.
- 4.11. Provides presentations, training programs, reference materials, and conducts informational programs for the public and County/community agencies.
- 4.12. Prepares and maintains notes, reports, correspondence, special studies, and research on complementary healing practices and preventative health strategies.
- 4.13. Conducts surveys to assess feedback regarding wellness activities, cultural education, and education on mental health and complementary healing practices.
- 4.14. Evaluates effectiveness of education, referral and linkage services and implements modifications as needed.

5. MINIMUM QUALIFICATIONS:

- 5.1 Possession of a valid California Class “C” Driver's License may be required.
- 5.2 Must pass background check and Drug Test

6. COMPETENCY:

- 6.1 Strong leadership skills
- 6.2 Ability to inspire, empower, and cultivate self and others,
- 6.3 Ability to adapt to various environments.
- 6.4 Strong leadership skills,
- 6.5 Ability to inspire others,
- 6.6 Ability to maintain motivation to achieve goals while dealing with challenges.

7. SUPERVISORY RESPONSIBILITIES:

This position has on direct reports and level of supervision.

8. PERSONAL QUALITIES:

- 8.1. Accountable
- 8.2. Diligent and organized
- 8.3. Ethical and loyal
- 8.4. Punctual
- 8.5. Flexible
- 8.6. Problem-solver
- 8.7. Creative
- 8.8. Honest

9. WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

10. TYPICAL WORKING CONDITIONS:

The office setting is a normal environment. Occasionally work during early morning, evening or weekend. May be subject to temperature variances in the office.



11. TYPICAL PHYSICAL DEMANDS.

Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

12. POSITION TYPE AND EXPECTED HOURS OF WORK:

This is a part time position with typical work hours from 8 am to 5 pm, Monday to Friday and weekend as needed.

13. TRAVEL:

This position may require as needed.

14. REQUIRED EDUCATION AND EXPERIENCE:

14.1. Education: Graduation from an accredited college or university with a bachelor's degree in Health Education, Health Science, or a closely related field that is acceptable within the United States--accredited college or university system is preferred.

14.2. Substitution: Minimum of Four (4) years of experience involving community education, social services, wellness, and recovery education.

14.3. Other: Knowledge of traditionally underserved communities particularly Native American, Punjabi, non-heterosexual, and veteran populations, as well as other underserved groups that may include but are not limited to individuals experiencing job loss, new moms, and other individuals facing depression, anxiety, suicidal thoughts, and other behavioral health issues; Bi-lingual/Bi-cultural are preferred.

15. PREFERRED EDUCATION AND EXPERIENCE:

None

16. ADDITIONAL ELIGIBILITY QUALIFICATIONS:

None.

17. BENEFITS:

17.1. Medical, vision, and dental coverage.

17.2. Life insurance coverage at annual salary.

17.3. Sick leave, per personnel policy (7 days per year).

17.4. 401k retirement plan, after completion of 90 days of employment; potential 3% match.

17.5. Vacation, per personnel policy (12 days per year).

17.6. Holidays per personnel policy (currently 12 paid holidays per year)

CLOSING DATE: TBD - *Position is contingent upon continued funding.*

To apply, please submit a cover letter, attention to Kellie Charfauros, resume, cover letter, and three references, with in the subject line Cultural Broker I and email them to kellie.charfauros@fresnocenter.org. 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.

This organization is an Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classifications.