

# Referral and Outreach Worker – Brooklyn, NY

## 1 Year Grant Funded position

### Marketing & Communications



Nurse-Family Partnership  
National Service Office  
Full-time (Exempt)

### Mission

Nurse-Family Partnership positively transforms the lives of vulnerable babies, mothers and families.

### Vision

A future where all children are healthy, families thrive, communities prosper, and the cycle of poverty is broken.

### Position Description

This position will respond to and qualify referrals from potential clients via a variety of communications methods including: social media, phone, in-person, text and more. In addition to referral coordination, this position will conduct outreach activities in designated markets to increase demand and referrals to NFP.

### Key Job Outcomes

- Increase awareness of NFP in your designated markets and communities
- Increase referrals to NFP in your designated markets and communities – 150 referrals for Brooklyn, New York agencies between October 1, 2017 and September 30, 2018

### Essential Duties & Responsibilities

- Respond to inquiries about NFP from potential clients and verify eligibility for the program
- Build awareness about NFP in community  
Establish community partners for referrals to NFP  
Track outreach data and efforts in Salesforce
- Perform other duties as assigned
- Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the position
- May require working non-traditional hours

### Knowledge, Skills & Experience

- Previous experience with NFP is preferred
- Minimum of 1-2 years of related work experience is required, including non-profit experience, outreach or other work with community groups, neighborhood outreach with churches or religious congregations, or other community-based program
- A high school diploma or GED is strongly preferred
- Reliable vehicle or access to public transportation
- Bilingual skills (especially Spanish) are preferred
- Excellent interpersonal as well as written and oral communication skills. The ability to effectively communicate with and engage first-time mothers to participate in this project will be critical
- Excellent time management and organizational skills and a strong ability to follow through
- A positive and respectful attitude with all work-related contacts and members of the community

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- Ability to utilize good judgment to solve practical problems and deal with a number of variables
- Demonstrated accuracy, thoroughness and a keen attention to detail
- Proven ability to collaborate with a team of colleagues, seek guidance from the supervisor as needed, as well as to work independently and in a self-directed manner
- Ability to work with people of diverse social and professional backgrounds
- A genuine interest and curiosity in learning new skills
- Comfortable with Microsoft Word, Excel, Outlook and PowerPoint
- Comfortable with mobile communication and social media, such as texting, Instagram, Facebook, Snap Chat, etc

### Supervisory Responsibilities

This position reports to the National Outreach Director and will have no direct reports.

### Core Organizational Values

- Be tenacious caregivers by bringing passion and excellence to our nursing practice and professional services
- Actively listen to and persistently serve our families and our implementation network
- Provide leadership in the field of evidence-based and home visitation programs
- Seek and find solutions
- Innovate and stay relevant
- Translate and enhance the science of pregnancy, brain and early childhood development to serve vulnerable babies and families
- Respect and honor differences in race, ethnicity, religion, sex, national origin, disability, age, sexual orientation, gender identity and veteran status
- Be respectful, collaborative and tenacious in all of our interactions with each other and on behalf of our families and implementation network
- Do more with less

To learn more about the program and the national office, please visit [www.nursefamilypartnership.org](http://www.nursefamilypartnership.org).

Interested applicants should submit a cover letter and resume on the Nurse-Family Partnership Careers Page: [www.nursefamilypartnership.org/about/careers](http://www.nursefamilypartnership.org/about/careers)

EOE F/M/D/V

### Equal Employment Opportunity / Affirmative Action Statement

Nurse-Family Partnership is dedicated to the principles of equal employment opportunity. We prohibit unlawful discrimination against applicants or employees on the basis of age 40 and over, race, sex, color, religion, national origin, sexual orientation, disability, genetic

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information, military or veteran status, or any other applicable status protected by state or local law. This prohibition includes unlawful harassment based on any of these protected classes. Unlawful harassment includes verbal or physical conduct which has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment. This policy applies to all employees, including managers, supervisors, co-workers and non-employees such as customers, clients, vendors and consultants. This policy extends to all terms, conditions and privileges of employment as well as the use of all company facilities, participation in all company-sponsored activities, and all employment actions such as promotions, compensation, benefits and termination of employment.

Nurse-Family Partnership shall take affirmative action to ensure applicants and employees are treated without regard to race, religion, color, age, marital status, disability, sex or national origin in all employment actions including, but not limited to recruiting and selection; promotions; demotions and transfers; rates of pay and other forms of compensation; selection for company sponsored training; and layoffs or other terminations of employment.

NFP will make reasonable accommodations for qualified individuals with known disabilities and employees whose work requirements interfere with a religious belief unless doing so would result in an undue hardship to NFP or cause direct threat to health or safety.