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**Job Title:** Trusted Messenger Specialist (TMS)  
**Program/Dept.:** Trusted Messenger Network  
**Classification:** Temporary, Part-Time/ Non-Exempt  
**Salary Range:** \$20.00/Hourly  
**Reports to:** Program Manager  
**Location:** 4879 E. Kings Canyon Road, Fresno, CA 93727  
**Date:** April 23, 2024

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## 1. AGENCY

The Fresno Center (TFC) is a non-profit organization that was established in the past 30+ 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, Holistic Wellness Program, California Reducing Disparity Project, Central Valley Regional Center Latino and Southeast Asian Navigator Program, and Kaiser Community Benefits Program). Our motto is to “Inspire, Empower, 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.

The Fresno Center’s Mission Statement: To assist individuals in becoming self-sufficient, self-fulfilled and productive members of the community while fostering cultural preservation and promoting cross cultural understanding.

The Fresno Center’s Vision: The Fresno Center will be a champion for positive change through empowerment, education, and collaboration.

## 2. THE PROGRAM

The Trusted Messenger Network Grant (TMNG) was funded by the Office of Planning and Research and the Office of Community Partnerships and Strategic Communication (OCPSC).

## 3. POSITION SUMMARY

The TMNG project is designed for the Fresno Center to serve as a Trusted Messenger who can and will raise public awareness, mobilize public support, and provide critical, timely, and accurate information on the state’s most vital issues to the community, focusing on the underserved, unserved and most disadvantaged. These critical social and health inequities issues include the following but are not limited to COVID-19 vaccines and harm reduction, water conservation, individual taxpayer identification number (ITIN), and extreme heat.

## 4. JOB DUTIES & RESPONSIBILITIES

### 4.1. *Conduct Highly Interactive Engagements*

- 4.1.1. Conduct and Coordinate outreach regarding critical social and health inequities issues, including the following but not limited to COVID-19 vaccines and harm reduction, water conservation, individual taxpayer identification number (ITIN), and extreme heat. Outreach methods include but are not limited to door-to-door canvassing, outreach at events or high-traffic areas, phone banking, training, workshops, and meetings.

### 4.2. *Ongoing Promotional Engagements*

- 4.2.1. Emails to Listservs/Blogs/Newsletters
- 4.2.2. Ethnic Media Partner Engagement
- 4.2.3. Social Media Posts/Live Events
- 4.2.4. Flyers/Mailers/Leave Behind Materials

### 4.3. *Rapid Response*

- 4.3.1. Staff are to remain nimble and respond to requests from OCPSC to pivot activities and address emergent issues, which may change rapidly.
- 4.3.2. Attend mandatory briefings to understand emergent needs.
- 4.3.3. Adapt previously approved plans to redirect resources focusing on emergent priority populations.



4.3.4. Provide feedback outside the traditional reporting structure to inform OCPSC message development.

**4.4. Data-informed, Equity Center Decision Making**

4.4.1. Staff are expected to utilize State-provided information (research, data sets, etc.) to plan and execute outreach and public education activities through the California Outreach Rapid Deployment Tool (CORD).

**4.5. Other responsibilities**

4.5.1. Following the contract awarded to The Fresno Center and acting in good faith.

4.5.2. Conducting outreach activities are consistent with State guidance, materials, etc.

4.5.3. Collecting and Reporting Activities accurately and promptly

4.5.4. Ensuring all expenses are eligible and allowable as outlined in this Agreement.

4.5.5. Grantee provides coordination, technical assistance, and training for subgrantees.

4.5.6. Addresses issues that may be reported to OCPSC with inaccurate or ineligible activities.

**4.6. Other duties as assigned: Staff will be tasked to do other duties to support the overall mission of The Fresno Center**

**5. MINIMUM QUALIFICATIONS:**

- 5.1. Must pass a background check and drug test
- 5.2. Must have transportation and a valid California Driver's License
- 5.3. Clean DMV record and valid vehicle insurance
- 5.4. Strong oral communication skills.
- 5.5. Commitment to the mission and values of the agency
- 5.6. Committed to community building and development

**6. COMPETENCY:**

- 6.1. Strong leadership skills
- 6.2. (Preferred) Fluent in a Southeast Asian Language or in the Spanish Language
- 6.3. Ability to inspire, empower, and cultivate self and others,
- 6.4. Ability to adapt to various environments.
- 6.5. Strong leadership skills,
- 6.6. Ability to inspire others,
- 6.7. Ability to maintain motivation to achieve goals while dealing with challenges.

**7. PERSONAL QUALITIES**

- 7.1. Accountable
- 7.2. Diligent and organized.
- 7.3. Ethical and loyal
- 7.4. Punctual
- 7.5. Flexible
- 7.6. Problem-solver
- 7.7. Creative
- 7.8. Honest
- 7.9. Humble
- 7.10. Open-minded
- 7.11. Consistent
- 7.12. Resourceful

**8. WORK ENVIRONMENT:**

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

**9. TYPICAL WORKING CONDITIONS:**

- 9.1. The office setting is a normal environment.
- 9.2. Occasionally work during early morning, evening, or weekend.



- 9.3. May be subject to temperature variances in the office.
- 9.4. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy day.

**10. TYPICAL PHYSICAL DEMANDS.**

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

**11. POSITION TYPE AND EXPECTED HOURS OF WORK:**

- 11.1. Part-time, typical work hours are between 8:00 am to 5:00 pm, Monday to Friday
- 11.2. Evenings and weekends as needed.

**12. TRAVEL:**

- 12.1. Travel time is expected for the position. Travel time includes travel to meetings, off-site training, or between job sites, as needed, locally.
- 12.2. Individuals may also be expected to use their own vehicle to travel and with mileage reimbursement.
- 12.3. A company car may be used when transporting a client to and from his or her placement, or field activities.

**13. REQUIRED EDUCATION AND EXPERIENCE:**

- 13.1. Minimum of HS diploma or GED.
- 13.2. Experienced working with the community in advocacy, education, and social services

**14. PREFERRED EDUCATION AND EXPERIENCE:**

- 14.1. Associate degree or some college credits

**15. ADDITIONAL ELIGIBILITY QUALIFICATIONS:**

*Ability to operate a computer using the following programs.*

- 15.1 **Microsoft Office:** Words, Excel, Access, and PowerPoint

**16. BENEFITS:**

- 16.1. Medical, vision, and dental coverage at 50% cost.
- 16.2. Life insurance coverage at annual salary.
- 16.3. Pro-rated sick leave, per personnel policy.
- 16.4. 401k retirement plan, after completion of 90 days of employment; potential 3% match.
- 16.5. Vacation, per personnel policy.
- 16.6. Holidays per personnel policy.

**17. Affirmative action plan/Equal employment opportunity (AAP/EEO):**

It is the policy of The Fresno Center to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law. This policy relates to all phases of employment, including, but not limited to, recruiting, employment, placement, promotion, transfer, demotion, reduction of workforce and termination, rates of pay or other forms of compensation, selection for training, the use of all facilities, and participation in all company-sponsored employee activities. Provisions in applicable laws providing for bona fide occupational qualifications, business necessity or age limitations will be adhered to by the company where appropriate.

As part of the company's equal employment opportunity policy, The Fresno Center will also take affirmative action as called for by applicable laws and Executive Orders to ensure that minority group individuals, females, disabled veterans, recently separated veterans, other protected veterans, Armed Forces service medal veterans, and qualified disabled persons are introduced into our workforce and considered for promotional opportunities.



**18. Acknowledgment**

I acknowledge that I have read and understand the above job description, responsibilities, and standards of the position. I understand that the job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice. I am responsible for reading this job description and complying with all job duties, requirements, and responsibilities contained herein, and any subsequent revisions.

I understand the position is contingent upon continued funding and the (The Fresno Center) will not be responsible in any manner for terminations which are due to defunding of Federal or State Contracts. I understand that I am an at-will employee and can be terminated at any time with or without cause.

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Print Employee's Name

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Employee's Signature

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Date