



Job Title: Cultural Broker I (CB I)
Program/Dept.: Holistic Cultural and Education Wellness
Classification: Temporary, Full Time, Non-Exempt
Salary Range: \$20.20
Reports to: Holistic Wellness Program - Program Director
Location: 4879 E. Kings Canyon Road, Fresno, CA 93727
Date: February 14, 2024

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 Holistic Wellness Program is a Prevention/Early Intervention mental health non-treatment program of Fresno County Behavioral Health funded by the Mental Health Services Act and operated by The Fresno Center. The program is designed to promote the wellness and recovery of persons served based on complementary, non-traditional holistic practices. The program incorporates cultural approaches to wellness and recovery in a natural and welcoming community setting to the traditionally unserved and/or underserved communities. The Holistic Wellness Program is designed to promote opportunities that support the wellness of the ‘whole person’ while complementing traditional outreach, linkage, and referral to community-based services, educational opportunities, and stigma reduction activities. The Holistic Wellness Program is a safe, welcoming place where the various cultures of the County of Fresno are represented.

The position is contingent upon continued funding. The Fresno Center will not be responsible in any manner for terminations which are due to the defunding of Federal or State Contracts/Grants. The Fresno Center is at-will and may be terminated by you or the company at any time regardless of the end date of the Federal or State Contracts/Grants.

3. POSITION SUMMARY

Under the direction of the Holistic Wellness Program Director and with support from a CBII, the CB I will be responsible for planning and facilitating activities that support the wellness of the ‘whole person’ including but not limited to, stigma reduction activities, outreach, education on signs and symptoms of mental health disorders. CB I provides culturally and linguistically appropriate activities, training, linkage, and referral services which are specifically designed for the various targeted groups. CB I also provide cross-cultural education and education on complementary healing practices. The workshops, activities and education classes support positive mental health through a holistic approach. CB I assists in the development, implementation, and coordination of activities, and resources which directly support Holistic program individuals and/or family members through cultural community engagement, linkage, and referral. CB I will be appropriately trained in providing services in a culturally sensitive manner and be proficient in using computers and navigating resources, writing basic reports, maintaining accurate records and observe information confidentiality, working harmoniously with Holistic program individuals and co-workers, and attend mandatory trainings, supervision, and scheduled meetings.



4. JOB DUTIES & RESPONSIBILITIES

- 4.1. Education to individuals/consumers and traditional mental health providers on complementary healing practices existing in the community.
- 4.2. Keep a list of complementary healers including wellness and recovery practice(s) based on behavioral, physical, and spiritual health with name, practice, and contact information.
- 4.3. Keep a list of the expert trainers including name, workshop title, and contact information.
- 4.4. Establish collaborative relationships and works with consumers, community groups, agencies and individuals on holistic wellness approaches and programs.
- 4.5. Provide supportive services to adults and children through direct consumer contact and education and referral to appropriate community locations as well as to other appropriate referral sites.
- 4.6. Demonstrate knowledge in holistic approaches to wellness and recovery based on community standards established/training received.
- 4.7. Maintain communications with Holistic Wellness Program staff, and community partners in order to provide support and assistance for health education and wellness promotion.
- 4.8. Assist with the development of in-service training programs for Fresno County staff and community organizations.
- 4.9. Assist in the preparation of materials regarding Holistic Wellness Program services, general wellness and recovery promotion information and educational materials.
- 4.10. Provide individual and community education, outreach, and social media promotion of activities and workshops to the community.
- 4.11. Provide presentations, cultural training, and conduct informational workshops for the public and County/community agencies.
- 4.12. Prepare and maintain accurate notes, reports, correspondence, stay current on special studies, and research related to complementary healing practices and preventative health strategies.
- 4.13. Conduct activity surveys, and pre and post surveys to assess feedback regarding the activities provided, participant learning, and the impact on the participants' wellness.
- 4.14. Other duties as assigned.

5. DESIRED QUALIFICATIONS:

- 5.1. Ability to Work Independently and as Part of a Team
- 5.2. Experience Working with a Diverse Team
- 5.3. Health Advocacy Background
- 5.4. Knowledge of Mental Health
- 5.5. Good Communication Skills
- 5.6. Effective Time Management Skills
- 5.7. Ability to Prioritize Key Tasks and Deadlines
- 5.8. Multi-lingual and/or Bi-lingual preferred
- 5.9. Excellent computer skills

6. MINIMUM QUALIFICATIONS:

- 6.1. Education: Graduation from an accredited college or university with a Bachelor's Degree in Psychology, Health Education, Health Science, or a closely related field that is acceptable within the United States' accredited college or university system is preferred.
- 6.2. Substitution: Minimum of Four (4) years of experience involving community education, collaboration work, social services, or wellness and recovery education.
- 6.3. License: Possession of a valid California Class "C" Driver's License may be required.



6.4. Other: Experience working with unserved/underserved, diverse populations, including but not limited to: southeast Asian, (Hmong, Lao, Cambodian), African American, Latino, Punjabi, Native American, LGBTQ+, Veterans, new mothers, unhoused individuals, and others at increased risk or who may be experiencing additional barriers to care.

7. COMPETENCY:

- 7.1. Principles, theories, techniques and practices used in various counseling modality and rehabilitation services for chronically mentally ill and emotionally disturbed consumers in a wellness and recovery evidence-based practices framework;
- 7.2. Principles and practices of behavioral health education, community organizations and allied behavioral health services and resources;
- 7.3. Laws, regulations and ethical standards governing behavioral health treatment and medical records;
- 7.4. Behavioral health interviewing techniques and behavioral health treatment methods;
- 7.5. Intensive and long term case management services in a wellness and recovery evidence-based framework;
- 7.6. Cultural competency theory, practice and its application

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
- 8.9. Inclusive and respectful of people different than themselves

9. WORK ENVIRONMENT:

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

10. TYPICAL WORKING CONDITIONS:

- 10.1. The office setting is a normal environment.
- 10.2. Occasionally work during early morning, evening, or weekend.
- 10.3. May be subject to temperature variances in the office.
- 10.4. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy day.

11. TYPICAL PHYSICAL DEMANDS.

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

12. POSITION TYPE AND EXPECTED HOURS OF WORK:

- 12.1. Full-time, typical work hours are between 8:00 am to 5:00 pm, Monday to Friday
- 12.2. Evenings and weekends as needed.



13. TRAVEL:

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

14. REQUIRED EDUCATION AND EXPERIENCE:

- 14.1. Education: Graduation from an accredited college or university with a Bachelor's Degree in Psychology, 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, collaboration work, social services, or wellness and recovery education.
- 14.3. License: Possession of a valid California Class "C" Driver's License may be required.
- 14.4. Other: Experience working with unserved/underserved, diverse populations, including but not limited to: southeast Asian, (Hmong, Lao, Cambodian), African American, Latino, Punjabi, Native American, LGBTQ+, Veterans, new mothers, unhoused individuals, and others at increased risk or who may be experiencing additional barriers to care.

15. BENEFITS:

- 15.1. Medical, vision, and dental coverage.
- 15.2. Life insurance coverage at annual salary.
- 15.3. Sick leave, per personnel policy.
- 15.4. 401k retirement plan, after completion of 90 days of employment; potential 3% match.
- 15.5. Vacation, per personnel policy
- 15.6. Holidays per personnel policy

16. 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.

5. 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.