



Family Education and Resource Center  
440 Grand Avenue, Suite 360, Oakland, CA 94610  
Phone: (510) 746-1700 | Fax: (510) 746-1701

## **African American Family Outreach Worker**

### **Part-Time Position Available**

Help us spread the word about mental health resources available to the African American community!

Are you passionate about the need for culturally appropriate mental health services for African Americans? Do you live in Alameda County? Do you have community outreach experience, and have you organized and/or attended large community events or conferences? If so, read below for an exciting opportunity.

NO PROFESSIONAL MENTAL HEALTH EXPERIENCE NECESSARY. With your community organizing experience and our knowledge of mental health services, we can prepare you to be a strong advocate for the African American community.

#### **We offer:**

- Competitive salary – no college degree required
- Work from home temporarily due to Covid-19
- Generous time off benefits:
  - 13 paid Holidays, including the week between Christmas and New Years
  - Prorated Vacation leave 1 weeks per year, increases to 2 weeks by year four of employment
- Paid lunch break
- Reimbursement for work travel
- Paid volunteer time-off

- Bilingual Pay Differential for proficiency in a county threshold language
- On the job training
- Opportunities to attend local and state-wide workshops and conferences

The Mental Health Association of Alameda County (MHAAC) is a well-established non-profit organization with long term staff that assists and advocates for people with mental illness and their family members through programs including the Family Education and Resource Center, the Family Partnership Program and Patients' Rights Advocacy. Together, these programs assist thousands of people with serious mental illness and their family members every year. We envision a world without stigma where people with mental health challenges and their family members are free to live their best lives. MHAAC's current budget is around \$4 million.

FERC is a program of the Mental Health Association of Alameda County funded through Mental Health Services Act and operated under contract with Alameda County Behavioral Health Care Services

**WE are:**

The Family Education and Resource Center (FERC) is a family-centered program that provides free education, advocacy, and support to family caregivers of a loved one living with mental health conditions and resides in all regions of Alameda County.

What makes FERC unique is that all of our staff have family or loved ones with mental health issues.

FERC's programmatic components include: a warm-line; education, training and support for family/caregivers; a resource center; assistance with AB1424 Historical Information Forms; support for the development of family leadership; support for the African American Family Outreach Program (AAFOP); and collaboration with other MHAAC funded programs.

***"We've been there, and we can help."***

**YOU are:**

- A compassionate family member of a loved one who has a mental health challenge or serious mental illness
- A family member who has knowledge of African American history and culture, is part of the community served
- Real experience navigating the behavioral health system for your loved one to access / receive services
- Empathetic; you can understand the challenges other families are going through trying to advocate for their family member(s)
- You're always told by your friends that, "You're such a organizer – you should be an event planner."
- Ready to learn about how to integrate technology in your outreach and event planning activities

The AAFOP Outreach Worker provides five Saturday educational workshops per year designed to provide education, resources and support to African Americans who care for family members living with mental health conditions, serious mental illness and/or substance abuse disorder. This work is supported through the efforts of a longstanding volunteer Steering Committee and will be supervised by the Family Education and Resource Center (FERC). In addition to the five workshops, the African American Family Outreach Worker will be responsible for furthering our outreach into the African American community in Alameda County by engaging with African American faith-based groups, medical clinics and other African American focused organizations.

### **ESSENTIAL JOB DUTIES:**

Under the supervision and guidance of the Outreach Coordinator, the AAFOP Outreach Worker's duties may include, but are not limited to the following:

- Works with the AAFOP steering committee to schedule, plan, execute and review five African American Family Outreach workshops each fiscal year. Activities will include:
  - Locating in-person venues/ planning virtual meeting space
  - Securing speakers
  - Promoting the event – online, distributing flyers within the community, and preparing radio and/or newspaper ads
  - Managing event registration
  - Securing handouts and food for in-person meetings
  - Facilitates evaluation of events
- Tables at African American oriented community-based events throughout Alameda County to promote the program and reach underserved individuals
- Works with Alameda County faith-based and other organizations that serve African Americans
- Works with the Outreach Coordinator to prepare required performance reports to Alameda County Behavioral Health (ACBH)

### **MINIMUM QUALIFICATIONS:**

- Lived experience as a family caregiver of a loved one who has a mental health challenge or serious mental illness; professional experience does NOT replace the personal lived experience that is required
- Knowledge of African American history and culture and member of the community served
- Six months of community outreach experience
- Must have a motor vehicle available for daily use, possess a valid California driver's license, carry vehicle liability insurance, and have an acceptable motor vehicle report, as determined by MHAAC's insurance broker
- Have proficiency in Microsoft Office – Outlook (email), Word (documents), and PowerPoint (presentations)
- Must be able to provide proof of full Covid-19 vaccination
- Must successfully pass a fingerprint background check by CADOJ and the FBI

**PREFERRED QUALIFICATIONS:**

- Bachelor's degree in a related field
- Experience assisting others in navigating the Alameda County Behavioral Health (ACBH) care system
- Experience working in a non-profit environment
- Experience using video-based platforms such as Zoom
- Experience working with diverse populations in underserved communities
- Bilingual English and Spanish speaking; or English and another Alameda County threshold language (e.g. Cantonese, Farsi, Mandarin, Tagalog, Vietnamese)

**HOURS OF WORK:** The position is part-time, 20 hours per week, with varying hours including some evenings and weekends.

**WORK LOCATION:** All staff are currently working from home. Post pandemic, this position will be located at FERC's main location in Oakland in a premier location overlooking Lake Merritt and within walking distance to numerous restaurants and shops.

**SALARY:** \$20.67 per hour (approx. \$21,500 annually), plus 4.5% Bilingual Pay Differential for actual hours worked.

**TO APPLY PLEASE FOLLOW THESE INSTRUCTIONS:**

- Complete the FULL supplemental questionnaire and the job application attached below
- Resumes only will not be considered complete
- You may submit a Cover Letter in lieu of answering the supplemental questionnaire, however, if you do not write about your direct personal experience as a family caregiver, we will not know that you have fulfilled this requirement
- Submit your resume, cover letter (optional), responses to supplemental questions and completed job application:
  - Email to: [jobs@MHAAC.ORG](mailto:jobs@MHAAC.ORG) – Please indicate in the subject line: African American Outreach Position - FERC
  - No phone calls please

*The Mental Health Association of Alameda County is an equal opportunity employer to all, regardless of age, ancestry, color, (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.*

*We are also committed to offering an inclusive and accessible experience for all job seekers, including individuals with disabilities. Our goal is to foster an inclusive and accessible workplace where everyone has the opportunity to be successful. If you need a reasonable accommodation to search for a job opening, apply for a position, or participate in the interview process, connect with us at [jobs@mhaac.org](mailto:jobs@mhaac.org) and describe the specific accommodation requested for a disability-related limitation.*

**FERC – African American Outreach Worker  
Supplemental Questionnaire**

**1. What is the highest level of education you have completed?**

**2. Please describe your lived experience as a caregiver of an individual living with mental health challenges or a serious mental illness.**

**3. Please describe your community outreach experience. Did you participate in this activity for six months or longer?**

**4. Please describe your knowledge of African American history and culture.**

**5. Do you have intermediate level knowledge of MS Office 365: Outlook (email), Word (documents), Excel (spreadsheets), and PowerPoint (presentations)?**

# Application for Employment

## Mental Health Association of Alameda County

954 60<sup>th</sup> Street, Suite 10, Oakland, CA 94608

Ph: (510) 835-5010

Fax: (510) 835-9232

Email: [Jobs@MHAAC.org](mailto:Jobs@MHAAC.org)

### Personal Information

_____	_____	_____	_____
Last Name	First Name	Middle Name	
_____	_____	_____	_____
Street Address	City	State	ZIP
(____) _____	_____		
Contact Phone Number	Contact Email		

If hired, can you present evidence of your U.S. citizenship or proof of your legal right to live and work in this country?

Yes

No

How did you hear about this position? \_\_\_\_\_

### Education and Training

<u>Type</u>	<u>Name/ Location</u>	<u>No. of Yrs Attended</u>	<u>Degree/ Graduate?</u> <u>Yes</u> <u>No</u>	<u>Certificate/ Degree Earned</u>
High School	_____	_____		
	City	State		

*Optional*  
Comment:

<u>Type</u>	<u>Name/ Location</u>	<u>No. of Yrs Attended</u>	<u>Degree/ Graduate?</u>		<u>Certificate/ Degree Earned</u>
			<u>Yes</u>	<u>No</u>	
College/ University 1	_____				
	Name				
	_____	_____			
	City	State			
	<i>Optional</i> Comments:				

<u>Type</u>	<u>Name/ Location</u>	<u>No. of Yrs Attended</u>	<u>Degree/ Graduate?</u>		<u>Certificate/ Degree Earned</u>
			<u>Yes</u>	<u>No</u>	
College/ University 2	_____				
	Name				
	_____	_____			
	City	State			
	<i>Optional</i> Comments:				

<u>Type</u>	<u>Name/ Location</u>	<u>No. of Yrs Attended</u>	<u>Degree/ Graduate?</u>		<u>Certificate/ Degree Earned</u>
			<u>Yes</u>	<u>No</u>	
Business/ Vocational 1	_____				
	Name				
	_____	_____			
	City	State			
	<i>Optional</i> Comments:				

<u>Type</u>	<u>Name/ Location</u>	<u>No. of Yrs Attended</u>	<u>Degree/ Graduate?</u>		<u>Certificate/ Degree Earned</u>
			<u>Yes</u>	<u>No</u>	
Business/ Vocational 2	_____				
	Name				
	_____	_____			
	City	State			
	<i>Optional</i> Comments:				

## Office Skills

Please indicate what level of experience you have with the following Microsoft programs.

- Outlook
- Word
- Excel
- Publisher
- PowerPoint
- MS Access

## Other Specialized Skills

Some of our potential clients do not communicate well in English. Do you speak, write or understand any foreign language(s)?

Yes  No  If yes, which language(s)? \_\_\_\_\_

Do you have any experience with Medi-Cal or medical documentation? Yes  No

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## Employment History

List below all present and past employment, starting with the current/ most recent employer. Account for all periods of unemployment. You must complete this section even if attaching a resume.

Employment Dates \_\_\_\_\_  
Start Date \_\_\_\_\_ End Date \_\_\_\_\_  
\_\_\_\_\_  
Employer Name \_\_\_\_\_ (\_\_\_\_\_) \_\_\_\_\_  
Employer Phone Number \_\_\_\_\_  
\_\_\_\_\_  
Street Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Job Title \_\_\_\_\_

Job Duties

Reason for Leaving \_\_\_\_\_

Supervisor \_\_\_\_\_ (\_\_\_\_\_) \_\_\_\_\_  
Name Phone # Email

May we contact this employer for a reference? Yes  No

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Employment Dates

Start Date

End Date

Employer Name

(\_\_\_\_) \_\_\_\_\_

Employer Phone Number

Street Address

City

State

ZIP

Job Title

Job Duties

[Empty text box for Job Duties]

Reason for Leaving

Supervisor

Name

(\_\_\_\_) \_\_\_\_\_

Phone #

Email

May we contact this employer for a reference?

Yes

No

Employment Dates

Start Date

End Date

Employer Name

(\_\_\_\_) \_\_\_\_\_

Employer Phone Number

Street Address

City

State

ZIP

Job Title

Job Duties

[Empty text box for Job Duties]

Reason for Leaving

Supervisor

Name

(\_\_\_\_) \_\_\_\_\_

Phone #

Email

May we contact this employer for a reference?

Yes

No

Employment Dates

Start Date

End Date

Employer Name

(\_\_\_\_) \_\_\_\_\_

Employer Phone Number

Street Address

City

State

ZIP

Job Title

\_\_\_\_\_

Job Duties

Reason for Leaving

Supervisor \_\_\_\_\_ (\_\_\_\_) \_\_\_\_\_

Name

Phone #

Email

May we contact this employer for a reference?

Yes

No

Employment Dates

\_\_\_\_\_ Start Date \_\_\_\_\_ End Date \_\_\_\_\_

\_\_\_\_\_ (\_\_\_\_) \_\_\_\_\_

Employer Name

Employer Phone Number

\_\_\_\_\_ Street Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Job Title

Job Duties

Reason for Leaving

Supervisor \_\_\_\_\_ (\_\_\_\_) \_\_\_\_\_

Name

Phone #

Email

May we contact this employer for a reference?

Yes

No

Employment Dates

\_\_\_\_\_ Start Date \_\_\_\_\_ End Date \_\_\_\_\_

\_\_\_\_\_ (\_\_\_\_) \_\_\_\_\_

Employer Name

Employer Phone Number

\_\_\_\_\_ Street Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Job Title

Job Duties

Reason for Leaving

Supervisor \_\_\_\_\_ (\_\_\_\_) \_\_\_\_\_

Name

Phone #

Email

May we contact this employer for a reference?

Yes

No

**References** (at least 2 must be professional references)

1. \_\_\_\_\_ ( ) \_\_\_\_\_  
First Name Last Name Telephone #  
\_\_\_\_\_  
Address City State Zip  
\_\_\_\_\_  
Title/ Occupation Relationship to you  
Is this a professional or personal reference? \_\_\_\_\_

2. \_\_\_\_\_ ( ) \_\_\_\_\_  
First Name Last Name Telephone #  
\_\_\_\_\_  
Address City State Zip  
\_\_\_\_\_  
Title/ Occupation Relationship to you  
Is this a professional or personal reference? \_\_\_\_\_

3. \_\_\_\_\_ ( ) \_\_\_\_\_  
First Name Last Name Telephone #  
\_\_\_\_\_  
Address City State Zip  
\_\_\_\_\_  
Title/ Occupation Relationship to you  
Is this a professional or personal reference? \_\_\_\_\_

4. \_\_\_\_\_ ( ) \_\_\_\_\_  
First Name Last Name Telephone #  
\_\_\_\_\_  
Address City State Zip  
\_\_\_\_\_  
Title/ Occupation Relationship to you  
Is this a professional or personal reference? \_\_\_\_\_

**Applicant's Certification**

I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material fact on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

\_\_\_\_\_  
Applicant's Signature Date