

Community Liaison

Hark Job Opportunity

Purpose

The Community Liaison connects clients to critical resources in Northwest Arkansas (NWA) by conducting comprehensive needs assessments and developing individualized resource plans. This role also gathers data to inform innovative solutions and supports the strategic direction of the Excellerate Foundation. Community Liaisons are resource experts and relationship builders who help ensure clients receive the support they need while living out the core values of the organization.

Position Relationship

- Reports to: Director of Community Engagement
- Coordinates with: Community organizations, nonprofit providers, and Excellerate Foundation staff and leadership

Key Responsibilities

Resource Expertise & Relationship Building

- Serve as an expert in the resources, programs, and services available throughout NWA.
- Proactively build and maintain strong, collaborative relationships with nonprofit providers, service organizations, and community partners.
- Stay informed about updates, changes, and opportunities within the human services sector in NWA.

Client Engagement & Support

- Conduct comprehensive needs assessments for clients, identifying barriers and opportunities across the 10 Social Determinants of Health.
- Develop customized resource plans with appropriate referrals that offer viable solutions to each client's unique needs.
- Provide clients with a copy of their resource plan via their preferred communication method on the same day it is created or updated.
- Offer ongoing case management to help clients navigate resources and maintain progress toward their goals.

Operational Excellence

- Monitor the client queue for new referrals at least 3–4 times daily.
- Contact newly assigned clients within 24 hours of claiming them from the queue.
- Complete all required documentation—including assessments, resource plans, referrals, and status updates—in the Hark Connector Tool within 24 hours of client interactions.
- Review the Connector Dashboard daily to manage client follow-ups and ensure progress toward performance goals and key metrics.

Team Collaboration

- Actively participate in weekly Community Liaison team meetings to collaborate, share

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insights, and strengthen team performance.

- Build and maintain strong working relationships with fellow Community Liaisons to support clients effectively and promote a collaborative team environment.

Other Duties

- Perform other duties as assigned by the Director of Community Liaisons.

Key Skills

- Excellent verbal and written communication skills.
- Ability to quickly learn and utilize innovative technology and data systems.
- Skilled in conflict resolution and problem-solving.
- Highly flexible, adaptable, and comfortable navigating change.
- Strong interpersonal skills and the ability to build trust with diverse clients and community partners.
- Thrives in a fast-paced environment with shifting priorities and demands.

Position Qualifications

- Preferred Experience & Training:
 - Bachelor's Degree in Social Work, Family and Human Services, Psychology, or a related field.
 - Previous experience conducting client needs assessments.
 - Comprehensive knowledge of community resources and nonprofit service systems.
- Special Requirements:
 - Bilingual in Spanish or Marshallese and English preferred.

Interested applicants should email their resume to info@harknwa.com.