



Family Programs Outreach Assistant – Emmitsburg Office

The National Fallen Firefighters Foundation (NFFF) is seeking an Outreach Assistant that will serve as an essential liaison for the Fire Hero Family (FHF) community to help increase their awareness and utilization of available National Fallen Firefighters Foundation (NFFF) programs and resources. He/she will conduct outreach and serve as an advocate for assisting the FHF community with accessing services and support in their local area. This person must have the ability to build a strong rapport and listen carefully to perspectives and needs while being sensitive to cultural and ethnic diversities, and complex family situations. This position will require frequent traveling to FHF events across the country and meet with individual FHF members on a case-by-case basis.

Responsibilities

- Serves as a primary client case manager and point of contact to the Fire Hero Family community to provide information on available programs and services.
- Ensures contact is made with families of fallen firefighters as soon as possible after a line-of-duty death determination is made.
- Maintains current, detailed records of family contacts made and collects data to help evaluate the success of programs.
- Provides outreach status updates to the Director of Family Programs, as requested.
- Understands the concepts of research and analysis.
- Generates research results and presents to all levels of the organization.
- Informs and inspires future strategic directions of the Fire Hero Family Division with a focus on outreach to the Fire Hero Family community. This may include:
 - Developing a network of people who can serve as NFFF ambassadors.
 - Develop other strategies to reach 100% of the families who have a firefighter honored at the national memorial.
- Networks with community agencies and develops outreach contacts to help promote NFFF programs.
- Serves as an ambassador of the NFFF at community outreach events:
 - May include serving as site coordinator for specific fire hero family events.
- Requires participation in occasional weekend events, including the National Fallen Firefighters Memorial Weekend (held annually in October).
- Assists with obtaining information, referral, counseling, and short-term casework and case management services.
- Performs administrative and other duties, as assigned.

Requirements

- High school diploma or equivalent is required; preference of a bachelor's degree in a related field.
- Minimum 3 years of work experience required; preferably in a non-profit organization(s).
- Demonstrate proficiency in Microsoft Office software is required. Experience with Raiser's Edge and/or Cvent platforms preferred.
- Must possess valid, state-issued driver's license and be able to successfully clear a Federal-level criminal background check.

- Must be extremely organized, detail-oriented, and work well under pressure to concurrently manage multiple assignments with stringent deadlines.
- Demonstrates excellent oral and written communication skills to conduct interpersonal interactions and for documentation of activities.
- Able to self-motivate to work independently and collaborate as an integral part of a team.
- A high degree of integrity in dealing with confidential supported family information.
- Able to think openly and creatively.
- Available to travel.

Memorial Weekend

- Provides assistance as required

Physical Demands and Work Environment

The work is generally sedentary although there may be some nominal walking or standing for short periods of time. There may be times that require carrying heavy loads or lifting items that require only moderate physical ability or stresses.

Work in this environment involves risks and discomfort common to those incurred in offices, meeting rooms, libraries and the like. The safety precautions required are normal of those required in the locations above. The work area is adequately lighted, heated, and ventilated.

The National Fallen Firefighters Foundation (NFFF) is an Equal Opportunity/Equal Access/Affirmative Action employer. The NFFF seeks excellence through diversity among its administrators, staff, and consultants. The Foundation prohibits discrimination based on race, color, religion, sex, age, national origin, sexual orientation, gender identity or expression, disability, veteran status, or marital status. Application by members of all underrepresented groups is encouraged.

All applicants are asked to furnish the following documents/materials: Letter of application, Resume showing all pertinent work history, References (one personal and three job-related). This position will remain open until filled. The decision process will be comparative and may include the following steps: a review of received documents, checking of references, and potential interview of candidates. If there are any questions or concerns regarding this posting, and to apply for this position, please correspond with Lissette Garcia, Human Resource Specialist at lgarcia@firehero.org.