

I'm not a robot



SEEK acknowledges the Traditional Custodians of the lands on which it operates its online employment marketplace. The gum leaf represents a symbol of welcome and it acknowledges the diverse countries, environments and communities.

Artwork by Bitja, Dixon Patten Jnr, Gunnai, Gunditjmarra, Yorta Yorta and Dhudhuroa, Bayila Creative. Updated January 8, 2025A community liaison is responsible for managing the communication between local institutions and community citizens. Community liaisons often coordinate with the community to talk about their needs and concerns, directing them to the organizations with plans on improving their or the community's lifestyles. They also assist in scheduling outreach meetings and fundraising activities to benefit the citizens, handling promotional events, representing an organization for human welfare to increase public awareness. A community liaison must have excellent communication and organizational skills, especially in solving community concerns and complaints. Here are examples of responsibilities from real community liaison resumes:

Growth and management: Grow and manage existing relationships in assign territories with physicians, hospitals, skill nursing and rehabilitation facilities and assist lives. Create a brochure with InDesign. Create social media strategy. Facebook administrator. NYPL blog contributor. Provide nutrition, fitness and diabetes education to the community at large. Construct online training courses in HTML using materials provide by instructional designers. Design the web application screens for new systems using modeling tool like HTML. Build relationships with the customers in the CRM and update information that is necessary. Identify, develop, and maintain relationships with community groups that impact the Medicaid population. Implement the precision cueing capability for TPS-X, including validity checking and state vector propagation (Java). Develop and maintain value add marketing tools, including marketing literature, newsletters, Facebook page, and other external communications. Contribute to Jenkins continuous integration strategy. Demonstrate competency in PowerPoint formulation and presentation. Assemble PowerPoint presentations for community and area businesses at community meetings. Obtain and verify patient demographic and insurance information according to HIPAA guidelines. Collaborate with sales team to produce a comprehensive disease management presentation for patients and referral sources. Automatically Apply For Jobs With Zippli. Upload your resume to get started. We calculated that 19% of Community Liaisons are proficient in Patients, Customer Service, and Home Health. They're also known for soft skills such as Speaking skills, Organizational skills, and Compassion. We break down the percentage of Community Liaisons that have these skills listed on their resume here: Patients, 19% Manage the monthly enrollment of 500 patients facing regulatory Care-Sensitive conditions and conducted individual telephonic follow-up of care customer Service. %Developed lasting relationships with referral sources by providing excellent customer service and committing well with all levels and types of professional forms health, 6% Coordinated staff in-services to provide current and new information regarding home health care, insurance benefits and Medicare/Medicaid regulations. Community Outreach, 5% Tracked and monitored effectiveness of community outreach events to develop outreach strategies, tracked and monitored social media usage and feedback. Patient Referrals, 4% Work as a member of an interdisciplinary hospital team assisting in proving supportive therapy and making patient referrals. Community Resources, 4% Relieved professional staff in gathering community data to assess program effectiveness, increased or additional service needs and community resources. Common skills that a Community Liaison uses to do their job include "patients," "customer service," and "home health." You can find details on the most important community liaison responsibilities below.

Organizational skills: Many community liaison duties rely on organizational skills, "social and human service assistants must often complete lots of paperwork and work with many different clients," so a community liaison will need this skill often in their role. This resume example is just one of many ways community liaison responsibilities rely on organizational skills: "oversee all media coordination, community relations, organizational marketing, and business community outreach." Compassion. This is an important skill for community liaisons to perform their duties. For an example of how community liaison responsibilities depend on this skill, consider that "social and human service assistants often work with people who are in stressful and difficult situations." This excerpt from a resume also shows how vital it is to everyday roles and responsibilities of a community liaison: "organize special events to raise community awareness and to help fund the compassionate care hospice foundation." Time-management skills. For certain community liaison responsibilities to be completed, the job requires competence in "time-management skills." The job-to-duty description for a community liaison relies on this skill for "social and human service assistants often work with many clients under time constraints." For example, this snippet is taken directly from a resume about how this skill applies to what community liaisons do: "provide technical assistance to ensure the local health departments met defined deliverables by the specified deadline." Communication skills. Another crucial skill for a community liaison to carry out their responsibilities is communication skills. "A big part of what a community liaison does on this skill, since social and human service assistants talk with clients about the challenges in their lives and assist them in getting help." How this skill relates to community liaison duties can be seen in an example from a community liaison resume snippet: "acted as liaison between the churches and the larger community for community outreach, communications and public affairs." Most common community liaison skills We can show you what they'd be great at Social work interns are students who chose to do their on-the-job training in the field of social work. They apply for an internship at social services facilities. They are usually assigned to do administrative or clerical activities such as sorting through files, updating records, organizing documents, and filing reports. Aside from clerical tasks, they also get exposed to program or project management by working on program-specific initiatives. They get exposed to planning, resource managing, implementing, and evaluating. They may also join their supervisors during field activities. The annual salary of social work interns is \$2,721 lower than the average salary of community liaisons. Even though community liaisons and social work interns are distinct careers, a few of the skills required for both jobs are similar. For example, both careers require patients, community outreach, and community resources in the day-to-day roles and responsibilities. There are some key differences in the responsibilities of each position. For example, community liaison responsibilities require skills like "customer service," "home health," "patient referrals," and "rehabilitation." Meanwhile a typical social work internship has skills in areas such as "social work," "intake assessments," "substance abuse," and "discharge planning." This difference in skills reveals the differences in what each career does. Social work interns in the government industry with an average salary of \$40,948. Comparatively, community liaisons tend to make the most money in the utilities industry with an average salary of \$50,675. The education levels that social work interns earn are slightly different from community liaisons. In particular, social work interns are 1.3% less likely to graduate with a Master's Degree than a community liaison. Additionally, they're 0.7% less likely to earn a Doctoral Degree. Resource Coordinators oversee the needs of the program's food bank or organization. They may manage resources such as fund, in-kind donations, volunteers, and employees. They ensure that budget is properly allocated and administered. They prepare reports and analyze the utilization of funds. Resource coordinators also handle in-kind donations, especially for charitable activities. They coordinate the receipt of goods and the release of such. Resource coordinators also handle volunteers and employees for the projects. They manage the deployment of individuals and ensure that manpower is properly allocated to different tasks. On average, resource coordinators earn a \$759 higher salary than community liaisons a year. While the salary may differ for these jobs, they share a few skills needed to perform their duties. Based on resume data, both community liaisons and resource coordinators have skills such as "patients," "customer service," and "community outreach." In addition to the difference in salary, there are some other key differences worth noting. For example, community liaison responsibilities are more likely to require skills like "home health," "patient referrals," "business development," and "community health." Meanwhile, a resource coordinator has duties that require skills in areas such as "social work," "excellent interpersonal," "substance abuse," and "data entry." These differences highlight just how different the day-to-day in each role looks. Resource coordinators may earn a higher salary than community liaisons, but resource coordinators earn the most pay in the technology industry with an average salary of \$42,479. On the other hand, community liaisons receive higher pay in the utilities industry, where they earn an average salary of \$50,675. Average education levels between the two professions vary. Resource coordinators tend to reach similar levels of education than community liaisons. In fact, resource coordinators are 1.3% more likely to graduate with a Master's Degree, and 0.3% more likely to earn a Doctoral Degree. Learn more about community liaisons vs program coordinators. Volunteers are usually unpaid individuals who render their service to a company or organization. Most of the time, volunteers are skilled in specific areas needed by the organization but prefer to provide free service. They may be employed in another organization, but they lend their time and talent to another organization or community to give back to society and support that benefit the public. Their work not only enhances community engagement but also contributes to the overall well-being of the population they serve. This role is particularly rewarding for those who are passionate about making a difference and fostering positive change within their communities. The demand for effective community engagement continues to grow, the role of Community Liaison Officers is becoming increasingly significant. With opportunities across various sectors, including public administration, health care, and education, this career path offers a fulfilling way to contribute to society while developing valuable skills in communication, organization, and advocacy. For individuals looking to make a meaningful impact, a career as a Community Liaison Officer presents an exciting and rewarding opportunity. See job descriptions similar to a Community Liaison Community liaison is a term used to describe a position responsible for building engagement and cultivating relationships between an organization and the community it serves. Community liaisons act as a bridge between the two, ensuring that the organization benefits from the feedback, opinions, and needs of the people it serves while communicating relevant information about policies, programs, and services to the community. The role of a community liaison is instrumental in managing and enhancing an organizations public relations and creating positive social change in the community. The position plays a key role in developing successful outreach programs and encouraging local residents to get involved in the organizations activities. Community liaison professionals use their talents to develop strong ties with the community while learning how to keep the organization accountable for meeting the needs of its stakeholders. They work hard to establish trust and mutual respect between the community and the organization, and act as a point of contact for feedback and queries. The importance and role of community liaison professionals are paramount in understanding and serving diverse communities. They collect data, monitor trends, and communicate important information with stakeholders. They also serve as advocates for the community and educate the organization about community concerns, ensuring the issues are not overlooked. Overview of Job Descriptions As a Community Liaison, your job is to establish relationships between community members and the organization you represent. You will be responsible for advocating for the needs of the community while also promoting the organizations goals and initiatives. Overview of Daily Tasks and Responsibilities Your day-to-day responsibilities will vary, but some of the tasks you can expect to encounter as a Community Liaison include: Attending meetings and events to represent the organization and connect with community members. Listening to community members concerns and feedback and communicating them to the appropriate department or individual within the organization. Developing and executing community outreach strategies to build strong relationships and promote the organizations initiatives. Collaborating with other departments within the organization to ensure that community feedback and concerns are addressed appropriately. Managing social media accounts and updating websites to ensure that the community is well-informed about upcoming events and initiatives. Skills Required To be successful as a Community Liaison, you will need to have a strong, nuanced understanding of how communities work and what motivates individuals to become involved in their communities. You should be a skilled communicator who is comfortable with public speaking and capable of cultivating strong relationships. Some of the other skills that are essential for this role include: Ability to work autonomously and manage time effectively. Strong written and verbal communication skills. Strong interpersonal skills and the ability to build relationships across different levels of an organization. Ability to think creatively and develop innovative strategies for community engagement. Strong knowledge of digital marketing and social media platforms. Qualifications and Education To qualify for this position, you will need a minimum of a bachelors degree, preferably in marketing, communications, or a related field, as this demonstrates an understanding of the unique challenges and opportunities of community engagement. Effective Communication Skills One of the core requirements for a community liaison is having excellent communication skills. They must possess the ability to convey complex information in a clear and concise manner, build rapport, foster relationships, and empathize with the communitys needs. Communication skills necessary for the role The first and most essential communication skill for a community liaison is active listening. It involves showing interest and attentiveness in the speakers message while providing feedback to confirm understanding. A community liaison must listen to the community members concerns, opinions, and complaints attentively before responding. They must also be patient and avoid interrupting or dismissing the speakers message. Another communication skill necessary for a community liaison is verbal and written communication. They must be able to articulate ideas, express themselves clearly, and use appropriate tone, language, and style for different contexts. They should also be proficient in writing reports, memos, and other documents that the community members might need. Communicating with diverse communities The second essential communication skill for a community liaison is the ability to communicate with diverse communities. A community comprises individuals from different backgrounds, cultures, languages, and beliefs. The liaison must understand and respect these differences and tailor their communication to meet the diverse community needs. They must also adapt their methods of communication to the different cultural norms and customs. Additionally, a community liaison must possess strong active listening skills to understand and empathize with the community members unique challenges and situations genuinely. They may also need to use interpretation or translation services to assist them in communicating with non-English speaking members of the community. Building rapport and fostering relationships The third critical communication skill for a community liaison is building rapport and fostering relationships. A community liaisons role is to facilitate communication between the community members and the organization. To do this effectively, they need to build trust and rapport with community members, show genuine interest, and manage conflicts effectively. They should establish positive relationships with community members and ensure that the organization promotes collaboration and share resources. Effective communication skills are crucial for community liaisons success in their role. They must have active listening skills, verbal and written communication skills, be able to communicate with diverse communities, and possess relationship-building and rapport-fostering skills. These skills, when combined with their knowledge and expertise, make them effective communicators, advocates, and problem solvers for the community they serve. Understanding and Managing Community Concerns As a community liaison, it is essential to understand and manage community concerns to maintain a positive relationship between the organization and the community it serves. Here are the three areas of focus for understanding and managing community concerns: Identifying and Addressing Community Concerns Identifying community concerns is the first step in managing them. Liaisons must actively engage with community members regularly to identify any issues that may arise. This can be done through town hall meetings, community events, and even social media. Once concerns have been identified, liaisons should communicate them to the appropriate organization representatives and work to resolve them quickly. Managing Conflict and Complaints Conflict and complaints are inevitable in any relationship, and the relationship between an organization and the surrounding community is no exception. Taking a proactive approach to address these concerns can go a long way in maintaining a positive relationship with the community. This may involve direct communication with the community or working with the organization to implement changes to policies or procedures that address the communitys concerns. Liaisons should also have a strategy in place for handling complaints when they do arise, and ensure that they are resolving them in a timely and effective manner. When community concerns and organizational goals clash, liaisons play an important role in mediating between the two parties. A successful mediation requires both parties to feel heard and understood. Liaisons must work to create an open dialogue and foster effective communication between community members and organization representatives. By working to find common ground, liaisons can help resolve conflicts and build a stronger relationship between the community and the organization. Understanding and managing community concerns is one of the critical responsibilities of a community liaison. It requires an active engagement with the community, a proactive approach to resolving conflicts and complaints, and effective mediation to build strong relationships between the organization and the community it serves. By fulfilling these roles, a community liaison can help the organization meet its goals while also meeting the needs of the community. Cultural Competence In todays increasingly diverse world, community liaison professionals must have an acute understanding of cultural and language challenges. They must be able to navigate communication barriers and adapt their work to meet the diverse needs of the communities they serve. To be an effective community liaison, one must possess a high level of sensitivity to diversity in the community. This means being aware of the cultural makeup of the communities you serve and being attuned to the needs of diverse populations. Every community has unique characteristics, and it is essential to understand the nuances of each population in order to build effective relationships. Cultural competence also entails adapting to cultural norms, which can vary widely from community to community. What may be considered normal in one culture can be completely foreign to another. A community liaison must understand these cultural differences and adapt their work accordingly. This could include making adjustments to communication style, being aware of cultural customs, and showing respect for cultural practices. It is essential to remember that cultural competence is not just about tolerating diversity, but rather embracing it. Through cultural competency, community liaisons can help build bridges between different groups and promote a more inclusive and welcoming community. Cultural competence is a critical component of the community liaison role. By understanding cultural and language challenges, being sensitive to diversity in the community, and adapting to cultural norms, community liaisons can build strong, meaningful relationships with the communities they serve. Organizational Policies and Procedures Community liaisons must be knowledgeable about the organizations policies and procedures to ensure that all events and activities are properly planned and executed. This includes identifying the necessary resources, such as venues, equipment, and staff, to ensure that the program runs smoothly. Effective communication is also essential in coordinating community programs. You will be tasked with communicating with key stakeholders, such as community leaders, volunteers, and program participants, to ensure that everyone is on the same page and that the program is carried out effectively. Monitoring and Evaluating Program Effectiveness Monitoring and evaluating a community program is critical to its success. This involves collecting data and feedback about the program to determine its effectiveness in achieving its goals. You may use surveys, focus groups, or other evaluation methods to gather this information. Based on the evaluation results, adjustments may be made to the program to improve its effectiveness. This may include changes to the program structure or activities, modifications to the target audience, or adjustments to the program timeline or budget. As a community liaison, you play a critical role in planning, coordinating, and evaluating community programs. Effective programs can have a significant impact on the lives of community members and can help build stronger, healthier, and more vibrant communities. Evaluation and Reporting As a community liaison, one of the essential responsibilities is to evaluate the effectiveness of community programs. The evaluation process involves analyzing the outcomes to determine whether the programs were successful in achieving their goals. Typically, the evaluation process involves collecting data, measuring the results, and providing a detailed report on the overall impact of the program. Reporting on the impact of community programs is crucial to demonstrate the effectiveness of the program to stakeholders, including funders, community members, and other organizations. The report should include key metrics such as the number of participants, level of engagement, and outcomes achieved, and any feedback received. 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Networking and collaboration are essential for the success of a community liaison. By building partnerships with other organizations, networking with community leaders, and collaborating with stakeholders, you can help to create positive change and build stronger, more resilient communities. Crisis Management and Emergency Response A community liaison must have an acute understanding of crisis management and emergency response. It is their responsibility to develop contingency plans and respond to emergencies within the community. In addition, they must possess exceptional communication skills in order to effectively address and manage crisis situations. Developing Contingency Plans Contingency plans are essential in preparing for potential crises. A community liaison must be able to identify potential risks and vulnerabilities within the community, and develop a plan of action to mitigate these risks. 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Typically, the evaluation process involves collecting data, measuring the results, and providing a detailed report on the overall impact of the program. Reporting on the impact of community programs is crucial to demonstrate the effectiveness of the program to stakeholders, including funders, community members, and other organizations. The report should include key metrics such as the number of participants, level of engagement, and outcomes achieved, and any feedback received. Moreover, community liaisons should be able to identify areas for improvement and provide suggestions for enhancing the programs effectiveness. This involves reviewing the data collected during the evaluation process and looking for opportunities to make changes. For example, if the programs participation rate is low, the community liaison might explore ways to increase outreach efforts or improve marketing strategies. In addition, liaisons should consider the communitys needs and provide recommendations for future programs that will address these needs more effectively. This requires monitoring trends and changes in the community and being aware of any issues that require attention. The evaluation and reporting process is critical for assessing the effectiveness of community programs and identifying areas for improvement. By providing detailed reports and making suggestions for improvements, community liaisons can ensure that programs are meeting the needs of their communities and have a positive impact. Networking and Collaboration As a community liaison, one of your main responsibilities is to build and maintain partnerships with other organizations. Establishing these partnerships can help your organization access additional resources, leverage expertise, and create new opportunities for community engagement. To build successful partnerships, its important to identify organizations that share similar goals and values. Reach out to leaders in these organizations and develop relationships that are built on trust and mutual respect. Look for ways to collaborate on joint projects and initiatives, and work together to address community needs and concerns. Networking with community leaders is another key part of your role as a community liaison. Community leaders can provide valuable insight into local issues and concerns, and they can help you build relationships with residents and other stakeholders. Attend local meetings and events, such as town halls and community festivals, to connect with these leaders and stay up-to-date on community happenings. Collaborating with stakeholders is also important for the success of your role as a community liaison. Stakeholders may include residents, businesses, nonprofit organizations, and government agencies. 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In addition, they must possess exceptional communication skills in order to effectively address and manage crisis situations. Developing Contingency Plans Contingency plans are essential in preparing for potential crises. A community liaison must be able to identify potential risks and vulnerabilities within the community, and develop a plan of action to mitigate these risks. This includes determining the appropriate personnel, resources, and procedures required to effectively respond to any crisis that may arise. A liaison must also ensure that these contingency plans are regularly updated and communicated to all relevant parties within the community. In times of crisis or emergency, it is the community liaisons responsibility to ensure that an appropriate response is initiated. They must understand the procedures and protocols necessary to address the specific emergency, and coordinate with all stakeholders to ensure an effective response. 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