



Community Outreach Liaison Job Description

About Hope Academy

Hope Academy is a tuition-free, public charter high school that provides a safe, sober and challenging academic experience for Indy-area teens. As a Simon Youth Academy and IPS Innovation school, Hope Academy offers its students a truly unique and individualized high school experience.

We are centrally located just minutes from downtown near the campus of the University of Indianapolis with convenient access via Indy Go's Red Line.

Hope Academy is one of only nine recovery high schools in the United States accredited by the Association of Recovery High Schools. Additionally, Hope Academy has partnered with the Simon Youth Foundation and IPS to bridge a gap to serve more students in the Indianapolis area. Students who receive ongoing support for substance use issues have higher graduation rates, lower absentee rates and are more likely to abstain from using substances.

Parents and loved ones are part of the Hope Academy experience for all our students. They will play an integral role in their students' journey of recovery and will receive the same guidance, support and encouragement from our staff, while connecting with other parents and our community.

We are an equal opportunity employer and considers all qualified applicants equally without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability status.

Position Summary

The Community Outreach Liaison is responsible, in conjunction with the Executive Director, for implementing Hope Academy's business development plan/strategy. As part of the role, the Community Outreach Liaison identifies, establishes, and maintains relationships with facility referral sources. In addition, the Community Outreach Liaison plans and/or attends community events to increase community awareness and to present a positive image for Hope Academy. The role serves as a liaison between Hope Academy, referral sources, and the community to consistently provide a high level of customer service.

Essential Job Functions

The Community Outreach Liaison:

- Provide effective management of referral accounts.
- Actively seek to identify new potential referral sources.
- Assist in ensuring all referrals are well-coordinated with the school administration for interviews and tours.
- Attend and contribute to Marketing/Business Development/Fundraising team meetings.
- Develop monthly/quarterly business development plans for accounts as required.

- Routinely participate in relevant community organized meetings and programs.
- Participate in the development and execution of marketing special events as needed.
- Keep referral sources informed of program changes within the school.
- Consistently market the school to build community awareness and ensure a positive image of the facility.
- Display fiscal responsibility.
- Track, enter, and monitor individual performance in CRM and other ways that allow leadership to see and discuss outcomes.

The Community Outreach Liaison works both in an office environment and events/meetings offsite.

The Community Outreach Liaison works a standard workweek and will occasionally be asked to work evenings, weekends, and additional hours to accommodate activities such as Board meetings and representing the organization at public events.

Benefits: As a full time employee, the Community Outreach Liaison has a comprehensive benefits package available to them which includes health insurance (dental and optical available), short and long term disability insurance, a PERF retirement fund and a generous vacation and PTO plan.

Salary: \$45-60k

Education and Experience Required

- An Associate's degree (Bachelor's preferred)
- A desire to help teens with the tools for recovery.

Skill Competencies Interpersonal Skills

- Exhibits bold faith in peoples' capacity for change.
- Sees strengths, rather than weaknesses, self and others.
- Demonstrates compassion and empathy for people impacted by substance use disorder.
- Is an active listener and can be trusted with confidential information.
- Serve as a role model and mentor for others.

Professional Skills

- Ability to communicate effectively, both orally and in writing.
- Adaptability.
- Ability to relate with respect to persons from diverse ethnic, social-cultural, lifestyle, and educational backgrounds.
- Ability to work well with a team.
- Ability to maintain clear ethical boundaries between self and clients.
- Ability to travel to meetings and other sites.

Physical Requirements

The ideal candidate must be able to complete all physical requirements of the job with or without a reasonable accommodation.