Job Title: Community Liaison

Reports to: Kipuola Operations Manager

Education: See Qualifications

Salary: $50,000-$55,000

Position: Exempt, Full Time

Schedule: Full-time; occasional evenings & weekends required

Location: State of Hawaii, Maui County

About HomeAid Hawaii:

HomeAid Hawaii develops and supports deeply affordable housing solutions for people experiencing homelessness and housing instability. Through Kauhale communities and partnerships with builders, service providers, government, and local businesses, we work to create safe housing and practical pathways toward stability, opportunity, and independence.

Our mission is to help people experiencing homelessness, or who are at risk, build new lives through construction, community engagement, and education.

Our vision is that every resident has a safe and dignified home to grow and thrive in Hawaii.

Kauhale Management Services (KMS) is wholly owned subsidiary of HomeAid Hawaii, and the operating arm of its housing solutions mission. Under KMS, Kipuola is Maui's first and currently the largest Kauhale across the State of Hawaii serving 64 former homeless individuals at any time. The Kauhale was built to combine stable housing with workforce opportunities and wraparound services under a community first village strategy to help people heal, save money, and prepare for long-term success.

Job Description:

The Community Liaison connects Kipuola Kauhale residents with vocational training, employment opportunities, community activities, and local partnerships that support increased income and upward economic mobility. Working with the Site/Operations Manager, resident service providers, contractors, businesses, and volunteers, the Liaison coordinates resident-facing programs, tracks participation and outcomes, and strengthens relationships between Kipuola and the surrounding Maui community. This is a program coordination and partnership development position, not a site management or clinical case management role.

Essential Duties & Responsibilities:

- **Resident workforce development and economic mobility:** Identify resident interests, strengths, and barriers in coordination with case managers; connect residents to job readiness, vocational training, apprenticeships, skill-building, career exploration, job placement, and opportunities to sustain or advance existing employment.
- **Business and community partnerships:** Build and maintain relationships with Maui employers, contractors, vendors, workforce development agencies, educational institutions, government partners, and community organizations; seek concrete training, mentorship, volunteer, and employment opportunities for Kipuola residents.
- **Programs and volunteer engagement:** Plan and coordinate resident workshops, community events, skill-building activities, and volunteer opportunities; schedule partners and track participation, follow-through, and feedback; collaborate with site staff to ensure activities fit operational and resident needs.
- **Resident engagement:** Promote accessible, culturally responsive participation in community activities; solicit resident feedback, share opportunities clearly, and help residents connect with appropriate service providers. Respect resident choice, dignity, privacy, and confidentiality.
- **Performance tracking and reporting:** Maintain accurate participation and referral records and coordinate with authorized staff to track baseline and follow-up income assessments, new employment or vocational participation, sustained employment or training, and relevant community partnerships. Prepare timely monthly and quarterly summaries, supporting the State-required economic mobility and community-partnership reporting.
- **External community relations:** Maintain positive relationships with nearby businesses, neighbors, service organizations, and community stakeholders; coordinate outreach and feedback with site leadership and elevate concerns promptly.
- **Coordination and accountability:** Attend site and partner meetings, follow approved procedures, maintain organized program and partnership records, identify service gaps, and elevate safety, compliance, or resident concerns to the appropriate manager or service professional.

Performance Expectations

- **Economic mobility:** Support the contract-wide target that at least 20% of residents increase income, begin employment or vocational work/training, or sustain existing employment or vocational work/training. The Liaison contributes to this site-wide measure but is not solely accountable for outcomes controlled by residents or other service providers.
- **Documentation:** Provide complete, timely, verifiable activity and outcome records for the contract's required economic mobility indicators and narratives.
- **Partnership development:** Maintain an active roster of employers, training providers, contractors, volunteers, and community/service partners; document referrals, opportunities, and engagement results.
- **Resident participation:** Track attendance, referrals, participation, and feedback for coordinated programs, workshops, and volunteer opportunities.

Role Boundaries:

- **Site operations:** The Site/Operations Manager retains responsibility for property operations, maintenance, safety protocols, resident rules enforcement, occupancy, and overall site management.
- **Clinical and case management services:** Licensed or designated service providers retain responsibility for clinical services, individualized case management, benefits eligibility decisions, and protected health information. The Liaison coordinates referrals and shares information only as authorized.
- **Contract oversight:** Organizational leadership retains responsibility for State contract compliance, official submissions, budgets, and contract amendments. The Liaison provides accurate supporting program data.

Qualifications:

- Two or more years of relevant experience in community engagement, workforce development, resident services, volunteer coordination, nonprofit programs, or related work; equivalent combinations of education and experience considered.
- Demonstrated ability to build productive relationships with Maui businesses, community organizations, residents, and service providers.
- Strong communication, follow-up, organizational, documentation, and basic data-reporting skills; comfortable with Microsoft Office or comparable tools.
- Understanding of housing insecurity, trauma-informed engagement, confidentiality, and culturally responsive service delivery preferred.
- Ability to work independently on site and collaboratively with a multidisciplinary team.
- Valid driver's license and ability to travel locally as required for job duties; occasional interisland travel only when authorized.

Physical Requirements:

- Work is primarily based at Kipuola Kauhale and includes indoor office tasks, walking around the community, and attending off-site meetings. Must be able to use standard office equipment, communicate with residents and partners, and perform the essential functions of the position with or without reasonable accommodation.
- Ability to sit at a desk and use a computer for extended periods.
- Ability to work independently as a representative in the field amidst contractors and their subs.
- Ability to support maintenance requests, including direct response to facilitating contractors that will provide direct services to the project and organization.
- Ability to work in the field, including standing, walking, bending, reaching, and lifting of items up to 25 lbs.
- Ability to operate general office equipment such as computers, printers, photocopiers, scanners, phone systems, postage meters, etc.
- Hand-eye coordination and manual dexterity to use office equipment and handle paperwork.
- Visual acuity to read printed and electronic documents and computer screens.

- Ability to communicate verbally and in writing.
- Hearing and speaking abilities for in-person, phone, and video conversations.
- Must be willing to travel throughout the State of Hawaii frequently. This includes the potential for residing on another island (with per diem) overnight when necessary.