

FAMILIES FORWARD

DIGNITY • EMPOWERMENT • HOPE

Job Title: Community Resource Coordinator

Reports to: Supportive Services Manager

Education Requirement: Bachelor's Degree, or equivalent work experience

Experience Required: Minimum of 3 years in program services

Position is Non-Exempt, Full Time

Job Summary:

The Community Resource Coordinator (CRC) works under the direction of the Supportive Services Manager and is responsible for building partnerships with local support agencies for the benefit of Families Forward's staff, volunteers, and participating families. Additionally, the CRC will collaborate with program team members to assist in coordination of referrals linkages on behalf of participating families into the community resources.

Essential Job Duties:

Community Engagement and Resource Services (60% of time spent)

- Maintain a working knowledge of local and county resources.
- Responsible for the creation of a system to collect and monitor data for the purpose of evaluating the effectiveness of referral partnerships and resources.
- Coordination of external and internal trainings; maintains training calendar for staff and volunteers as applicable.
- Coordinate and deliver agency information presentations to external agencies.
- Responsible for the coordination of the Community Cares program, which includes the identification of community medical, dental, mental health and other health related resources needed for our participating families.
- Coordinate, plan, and execute annual Community Resource 101 event for internal and external stakeholders

Collaborative Case Coordination of Resources (40% of time spent)

- Oversee evaluation of community resources by assessing for gaps in service and identify new services needed to help support families as they work towards housing stability.
- Act as a liaison between community resources, staff, volunteers, and participating families.
- In collaboration with staff assist with referral linkages to an array of community resources on behalf of participating families.

- Collaborate with other service providers in the community to ensure that clients are receiving high-quality, effective services to meet their needs.
- Maintain written and computerized records, compile reports and complete other program documentation in accordance with data quality and compliance requirements.
- Maintain appropriate confidentiality of client's information and records.
- Participate actively in regular supervision, team meetings, and other all-staff meetings and events.
- Attend professional trainings and conferences as needed.
- Represents Families Forward in various community engagement meetings and/or events.

Additional Qualifications:

- Highly organized with the ability to manage multiple tasks with a careful attention to detail and accuracy.
- Seeking an individual that is proficient in computer literacy.
- Maintain valid California Driver's License and Proof of Automobile Insurance.
- Pass background check as required by law.

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

Please submit your resume and cover letter to Elizabeth Childs, Director of Operations, at echilds@families-forward.org

Work Environment/Requirements: (time required in terms of an 8 hour workday)

Time each day (Occasionally = 0.5 to 2.0 hours; Frequently = 2.5 to 4.0 hours; Continuously = 4.5 or more hours)

Key Skills:	Comprehensive Expert with total knowledge; guides others	Advanced Fully trained; requires occasional assistance	Moderate General knowledge but not totally proficient	Basic Trainee with general understanding
Technical/Functional Expertise: Training skills		Required		
Computer Software: Microsoft Office		Required		
Interpersonal/Communication: Strong verbal & written skills		Required		
Language (non-English): Speak & understand Spanish				

Basic Duties	O	F	C
Drive car	O		
Operate forklift			
Ride in car	O		
Travel	O		
Use telephone			C
Type or use PC equipment			C
Sit at desk			C
Noise Level			
Very quiet (forest trail; isolation booth, etc.)			
Quiet (library; private office, etc.)			C
Moderate Noise (open office)		F	
Loud Noise (warehouse, fork trucks, etc.)			
Very Loud Noise (heavy equipment, etc.)			
Work Environment			
Wet, humid conditions (non-weather)			
Work in high, precarious places			
Fumes or airborne particles			
Toxic or caustic chemicals			
Outdoor weather conditions			
Extreme cold (non-weather)			
Extreme heat (non-weather)			
Risk of electrical shock			
Risk of radiation			
Vibration			
Other:			

Basic Functions	O	F	C
Kneel/bend/crouch/crawl/squat	O		
Talk			C
Hear			C
Climb or balance			
Reach with hands or arms	O		
Reach above shoulder level	O		
Stand or walk	O		
Use hands to finger/handle/feel			
Push/pull			
Special Vision Requirement			
Close vision (clear at 20 inches or less)			C
Distance vision (clear at 20 inches or more)			C
Color vision (identify & distinguish colors)			
Peripheral vision (Observe up/down/left right)			
Depth perception (3 D; judge distance)			
Ability to adjust focus			C
Lifting/Carrying			
Up to 25 lbs.	O		
Up to 50 lbs.			
Up to 100 lbs.			
More than 100 lbs.			
Working Hours			
Physical presence during work hours		F	
Weekends	O		
Overtime	O		

Manager's Approval

Date

Human Resource's Approval

Date

Employee's Approval

Date