

FAMILIES FORWARD

UNTIL EVERY FAMILY HAS A HOME

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 – 38 hours per week

Job Summary:

The Community Resource Coordinator (CRC) works under the direction of the Supportive Services Manager and is responsible for building partnerships and making connections with local non-profit agencies and social service providers for the benefit of Families Forward's staff, volunteers, and participating families. Additionally, the CRC will collaborate with program team members to assist in the coordination and connection of referral linkages on behalf of participating families into the community resources with the goal of ensuring families critical needs are met creating a pathway to housing and financial stability.

Essential Job Duties:

Community Engagement and Resource Services (40% of time spent)

- Recruit, develop, maintain, and coordinate various community resource partnerships.
- 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 community resource trainings; maintains training calendar for staff and volunteers as applicable.
- Coordinate and deliver agency information presentations to external agencies with respect to client services and programs.
- Responsible for the coordination of the Community Cares program, which includes the identification of free 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.
- Attend regularly scheduled network meetings as assigned.
- Conduct targeted outreach, community presentations for grant specific funding, tenant education, affordable housing, and more.

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

- Evaluate community resources by assessing gaps in service and identifying new services needed to help support families as they work towards housing stability.
- Liaison between community resources, staff from various teams, volunteers, and participating families 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.
- Provide ongoing input, information, and materials (as requested) that support internal and external communication efforts about programming and opportunities.
- Attend professional training courses and conferences as needed.

Alumni Program Coordination (20% of time spent)

- In partnership with direct supervisor research, develop, and implement housing program alumni services.
- Coordinate graduate ambassador clients in quarterly meeting participation to discuss resources, community events, and program support.
- Maintain and motivate client involvement in Families Forward events and resource meetings to expand community resources to families.
- Coordinate an Alumni graduation event to welcome new graduates to Alumni Advocates program.

Additional Qualifications:

- Highly organized with the ability to manage multiple tasks with 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.

Pay Range: \$25 -\$27 per hour, depending on experience

Benefits:

Families Forward is committed to offering competitive compensation, full benefits, and professional development opportunities for our employees. Our benefits package includes medical, dental, and vision; flexible spending account; life insurance; 403B retirement plan; generous time off including paid holidays, vacation, sick time; phone or phone stipend; and a variety of other benefits to support our employees.

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 resume to Marissa Hall, Director of Operations, at mhall@families-forward.org. No phone calls please.