



JOB TITLE: Community Resource Coordinator

ORGANIZATIONAL UNIT: Community Navigator Program

REPORTS TO: Director of Community Relations and Advocacy

CLASSIFICATION: Full-time Non-Exempt

Job Summary: Organize and educate community leaders on resources and programs that will allow these community leaders to better educate the communities they serve on how to access resources. This position will require organizing meetings with many different community leaders who serve a variety of different populations. In an effort to reach different communities, this position requires the ability recruit and retain volunteers who have the ability to communicate effectively to specific populations in need. Ability to take knowledge of programs and resources to put together informative and engaging presentations to community leaders and volunteers. This position requires strong communication skills to develop strong partnerships and effectively train community leaders.

Duties and Responsibilities:

1. Plan and implement resource and program education seminars.
2. Develop and implement tracking spreadsheets to track data of how many people were successfully trained and how many people they reached out to.
3. Coordinate and reach out to relevant community leaders and volunteers.
4. Communicate with volunteers and community leaders in a professional and constructive manner.
5. Prepare and coordinate for all educational events/seminars to ensure relevant and accurate information is conveyed to participants.
6. Enter data collected into appropriate database and send final report to contract monitor, on a monthly/quarterly basis.
7. Keep open communication with community leaders and volunteers who may have immediate questions or situations that need to be addressed.
8. Create strong relationships with different service providers and have strong working knowledge of what services they provide.
9. Develop and implement reminder calls, postcards, emails procedure to stay in contact with trained volunteers and community leaders.

10. Create a system to check in with community leaders and service providers regularly to ensure having up to date and accurate information.
11. Develop and distribute fliers regarding large recruitment or educational seminars as needed.
12. Perform other related duties, responsibilities and special projects as assigned by the Director of Community Relations and Advocacy.

Requirements:

1. Bachelor's degree in Social Work, Human Service or other related field. Minimum of two years' experience in assisting people in need and/or community organizing. Bi-lingual, English/Spanish skills strongly preferred. Work experience in Santa Clara County strongly preferred.
2. Ability to handle multiple projects, meet deadlines, manage priorities and workflow, while maintaining a positive, patient and calm demeanor, and establishing a positive team spirit with colleagues.
3. Excellent data entry skills and ability to analyze data.
4. Excellent interpersonal, listening, and negotiating skills, the ability to build and maintain positive relationships internally and externally with a diverse range of people and the ability to respond appropriately to sensitive and/or confidential information and requests.
5. Must possess outstanding verbal and written English communication skills in business.
6. Ability to exercise good judgement, take initiative and make diligent, thoughtful, independent and timely decisions
7. Computer literacy with proficiency in Word, Excel, PowerPoint and database programs
8. Ability to work some evenings and weekends
9. Must be able to pass a background investigation, such as criminal record, motor vehicle, and credit reports.
10. Possess a valid California Driver's License, automobile and automobile insurance.

Work environment and Physical Demands:

1. Work is performed in an office environment as well as many different settings in the community. The employee in this position is subject to environment conditions of both the community and the office.
2. May be required to lift up to 20 lbs.
3. Required sitting 40% of time
4. Requires work on computer 40% of time
5. Outreach work 60% of time, which requires standing and walking outside and indoors.
6. Travel by car for this position includes travel independently or as part of a small group 20% of a business week. Also, travel by car may include attending meetings representing the agency.

Note: Duties and responsibilities shall include the principal functions of the job. The job description shall not be construed as an employment contract or as a complete listing of all miscellaneous, incidentals, or other duties which may be assigned during normal operations.