



Job Description

Department: Outreach

Position: Resource Coordinator I

Reports to: Director of Outreach Services

Summary: The Resource Coordinator works directly with clients, meeting with them to assess their needs, care for them, and serve them through Resource Assistance and walk-ins. The RC provides case management, education, and advocacy to help clients connect with community resources. Also, the RC provides individualized case management for those who need additional assistance. The RC provides case management and completes documentation for our Homeless Intervention Program and school and community partners. The RC builds relationships with other nonprofits to assist in a smooth referral process.

Responsibilities:

- Through Resource Assistance, walk-ins, and case management, connect clients to in-kind emergency assistance (clothing, transportation, IDs and documents, etc.) and connect them to other services within the organization, as appropriate.
- Provides in depth case management as needed to assist with presenting needs including but not limited to applying for food stamps, medicaid, and assisting with identifying documentation.
- Update and maintain information and referral lists for community resources.
- Build relationships with community partners to help for a smooth referral process, and when able a soft hand off.
- Record client information, progress notes, and services rendered into Mission Tracker. Record information necessary for outcome tracking.
- Complete necessary documentation required by appropriate funding sources.
- Develop knowledge base of and partnerships with publicly supported programs and guidelines offered by local, state, and federal agencies.
- Maintain and organize the supply room and donations. Drop donations at Goodwill when needed and not useable for LRM.

- Maintain a good working relationship with partner schools, complete financial referrals in a timely manner. Let schools know their balance for financial assistance.
- Other duties as assigned.

Qualifications:

Personal

- Willingness to offer spiritual care (i.e. prayer) to clients.
- Spiritually mature Christian.
- Flexibility in working with volunteers and interns.
- Welcoming demeanor when interacting with guests and clients.

Education and Experience

- Bachelor's degree required, preferably in the area of social work or related field.
- Master's degree preferred.
- Must have experience with direct-client work.
- Experience in working as part of a team.
- Experience with MS Word, Excel and Outlook.

Knowledge

- Knowledge of client-centered case management approach.
- Familiarity of community resources preferred.
- Fluency in Spanish desired, but not required.

Skills and Abilities

- Effective oral and written communication skills.
- Ability and stamina to serve and care for people with varying physical and mental disorders.
- Strong organizational skills and ability to prioritize tasks, appointments, and caseload.
- Ability to maintain a high level of confidentiality and discretion.
- Comfortability with saying no to requests for assistance, when necessary.
- Flexibility in programs and services; able to manage changing priorities per needs of the organization.
- Ability to operate a vehicle to transport clients as needed. Specific insurance coverage also required.
- Ability to push, pull, or lift up to 50 lbs. as needed in assisting with donations.