



## Job Description

**Department:** Social Services

**Position:** Resource Specialist

**Reports to:** Resource Coordinator

**Summary:** The Resource Specialist (RS) works directly with clients, meeting with them to assess their needs, care for them, and serve them through Resource Assistance and walk-ins. The RS provides case management, education, and advocacy to help guests connect with community resources. Also, the RC provides individualized case management for those who need additional assistance to increase wellbeing and move towards housing stabilization. It is a full-time position, primarily week days but may have some evenings and weekends required.

### Responsibilities:

- Through Resource Assistance, walk-ins, and case management, connect clients to in-kind emergency assistance (food, clothing, transportation, IDs and documents, medical care, 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, medical care, treatment, and assisting with identifying documentation.
- Update and maintain information and referral lists for community resources.
- Build relationships with community partners to help ensure a smooth referral process, and when able, a soft hand off to targeted case management, counseling, and treatment.
- 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.
- Assist in restocking, organizing, the resource room.
- Attend all staff, team, and one-on-one meetings as required by LRM.

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Deleted: 10/25/24

- 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, or 5 years of direct client services providing peer support or case management.
- 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.

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