



JOB TITLE: COMMUNITY RESOURCE CENTER ASSOCIATE

JOB TYPE: FULL-TIME

PAY: \$20.00 to \$23.00 hourly DOE

GENERAL FUNCTION:

Reporting to the Community Resource Center Supervisor the Resource Center Associate's primary responsibility is to provide excellent customer service to all participants going through the intake process, create and maintain files for each participant and track all resources provided. This role is to establish and maintain a positive relationship with the families and participants, helping to create a warm and welcoming environment for all community members and partners.

ESSENTIAL FUNCTIONS:

- Support the supervisor in building strong, healthy relationships with diverse families and community partners utilizing a strengths-based, positive, goal-oriented approach.
- Use self-awareness and reflection to inform the delivery of high-quality family services;
- High priority in providing resource and/or make referrals for necessary services;
- Document data of services, maintain complete and current files and records pertaining to visits, referrals, and needs and other administrative duties as needed.
- Complete appropriate follow-up on each case according to referrals/direct services.
- Establish and maintain personal and programmatic boundaries while providing supportive services;
- Working with culturally diverse communities and families, with the ability to be culturally sensitive and appropriate;
- Demonstrate good writing and organizational skills;
- Be a self-starter and work independently as well as with a team.
- Manage work schedule according to the needs of the role.
- Communicate professionally and effectively and maintain a high level of confidentiality at all times;
- Other duties as assigned.

REQUIREMENTS:

- Associate or Bachelor's degree in social services or related field preferred.
- Minimum of one-year customer service and administrative experience.
- Personal transportation including a valid driver's license and proof of current auto insurance.



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OPERATING RESPONSIBILITY:

Must interact with agency employees in a professional and respectful manner. Requires excellent communication skills to represent the agency in a professional manner out in the community and when attending events. Must present a positive attitude and work independently.

CONTACTS:

Has contact with all levels of agency employees as well as external contact including resource center partners, agency sponsors, and other community members.

WORKING CONDITIONS:

Works in an office environment. Some travel required. Occasional weekend and evenings required.