



JOB TITLE: FAMILY RESOURCE CENTER SUPERVISOR

SALARY: \$65,000 to \$72,000 DOE

JOB TYPE: FULL-TIME

GENERAL FUNCTION:

The Family Resource Center Supervisors key responsibilities include managing the day-to-day operations of the Chicano Federations Family Resource Center, creating strong partnerships in the community and with other existing Chicano Federation programs, establishing and maintaining a positive relationship with the families in our programs serve and extending services to other community members. The Family Resource Center Supervisor will be knowledgeable on available community resources and will create a safe welcoming environment for community members. As part of the planning process, the Family Resource Center Supervisor will create and execute a plan for outreach, partnership development and an effective referral process and data tracking system.

ESSENTIAL FUNCTIONS:

- Create and execute a plan to develop and grow the Family Resource Center each quarter by analyzing participant needs and meeting budgetary expectations.
- Supervise Family Resource Center Coordinator.
- Advocate for and act as a liaison for families with existing community services and agencies.
- Conduct community outreach and develop new partnerships for the Center.
- Establish and maintain a supportive relationship with participating partners.
- Establish process for Resource Center intake and referrals to meet the needs of each family.
- Inform, educate, and distribute information to center participants.
- Gather and consolidate information on available resources.
- Create tracking system and maintain updated records to provide data to funding partners.
- Work with program staff to increase Resource Center participation and number of visits.
- Maintain accurate and up to date record of services and benefits received per family/participant.
- Complete appropriate follow-up on each family according to referrals/direct services.



The Chicano Federation

- Act as a liaison with local community organizations to provide resources to Resource Center families/participants.
- Work in conjunction with the other Chicano Federation Supervisors, Directors and/or other staff to support resource and referral services.
- Other duties as assigned.

REQUIREMENTS:

- Bachelor's degree in social services or related field.
- Minimum of 3-year experience supervising others.
- Experience providing community resources and referrals.
- Personal transportation including a valid driver's license and proof of current auto insurance.

OPERATING RESPONSIBILITY:

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

CONTACTS:

Has contact with all levels of agency employees as well as external contacts partners, sponsors, and other non-profit executives.

WORKING CONDITIONS:

Works in an office environment. Some travel required.