

LATIN AMERICAN COALITION

Personnel Job Description



DIVISION/DEPARTMENT	Resource Center		
LOCATION	Main Office, 4938 Central Avenue, Charlotte, NC 28205		
JOB TITLE	Resource Center Manager		
Reports to	Maria del Pilar File-Muriel	Title	Client & Volunteer Services Director
Type of position:	Hours <u>40 / week</u>		
<input checked="" type="checkbox"/> Full-time	<input type="checkbox"/> Exempt		
<input type="checkbox"/> Part-time	<input checked="" type="checkbox"/> Non-exempt		
<input type="checkbox"/> Contractor	<input type="checkbox"/> Hourly		
<input type="checkbox"/> Intern			
JOB SUMMARY			
The primary role of the Resource Center Manager is to supervise the day-to-day operations of the Resource Center (RC), communicate with departmental staff to facilitate daily functions, and provide training for new RC staff and volunteers to insure the effective utilization of resources for client services. The ideal person in this position would have management experience, knowledge of the social services field and issues impacting Latino immigrants, conflict resolution skills, a cooperative attitude, and the ability to perform effectively in high stress situations.			
KEY RESPONSIBILITIES			
The Resource Center (RC) Manager conducts the following primary functions:			
50% Program Management:			
<ul style="list-style-type: none"> Maintains ongoing RC services and relationships with partners such as: Loaves and Fishes referrals, CAM-Furniture Referral, Salvation Army-Christmas Program, Department of Social Services, and others as needed. Reviews current RC procedures and assures compliance and ongoing evaluation. Identifies service trends and makes recommendations to Division Director for program development and the establishment of organizational links and partnerships to enhance the quality of services provided by the RC. Works in collaboration with key staff in the RC to provide quality client services. Promotes new services for the RC clients that address the needs of the Latino immigrant community and that bring self-sufficiency to the program (including generating income through fundraising projects and the translation program, etc). Represents the Latin American Coalition in the community at public presentations as need. Oversees the implementation of the quarterly Client Satisfaction Survey and reports results to Division Director. Contributes to quality services by staying informed of developments and trends in the areas of information and referral, crisis intervention, Labor/Consumer/Immigrant Rights, and Domestic Violence Prevention/Resources. Coordinates and oversees the implementation of the key educational and prevention workshops through the RC such as the "Bienvenidos a Charlotte" orientation for new clients and other prevention/educational classes in the following areas: domestic violence, labor rights, consumer rights, landlord tenant dispute resolution, and immigrant rights. 			
30% Client services:			
<ul style="list-style-type: none"> Provides direct services to clients by conducting client interviews and assessments, and providing information and referrals, and education in the following areas: Labor/Consumer/Immigrant Rights, and Domestic Violence Prevention/Resources. Resolves client complaints and customer satisfaction issues. 			
20% Human Resources:			
<ul style="list-style-type: none"> Coordinates team members' schedules and approves timesheets. Provides training for new RC staff and volunteers to insure the effective utilization of resources for client services. Supervises RC volunteers and interns including a fulltime AmeriCorps Member. Ensures that RC volunteers, interns, and staff have ongoing access to professional growth through a calendar of trainings, information sessions with services providers, workshops, etc. 			
REQUIREMENTS			
The Resource Center Coordinator must possess:			
<ul style="list-style-type: none"> Bachelor Degree in social work or a 4 year degree in a related field with 3-5 years of professional in the social service field required. At least 3-5 years of professional, managerial and supervisory experience in the social/human service field. Extensive knowledge of local social service organizations and community resources available to clients, and understanding of common issues faced by Latin American immigrants in the Charlotte-Mecklenburg area. Fully bilingual/bicultural skills (Spanish and English) with excellent oral and written communication skills in both languages. Excellent interpersonal and problem solving skills. Able to create innovative services that generate program sustainability. Proficiency with Microsoft office programs (Word, Excel, Power point, Publisher, Outlook) and Internet Explorer. Must have a valid Class C North Carolina Driver's License and access to a personal vehicle. 			