

JOB TITLE: Resource Center Coordinator
REPORTS TO: Resource Center Manager
DEPT: Programs

STATUS: REG/FT/N-507
SCHEDULE: Typically, M-F
HOURS: 7:30 am-4:00 pm
DATE UPDATED: June 2018

Springs Rescue Mission considers every position one of ministry and a vital and valued part of our team. Therefore, it is essential that all employees of SRM have a personal relationship with Jesus Christ and subscribe to our Statement of Faith and Core Values.

SUMMARY OF POSITION:

The Resource Center Coordinator is responsible for oversight and organization of the day-to-day activities and operations of the Resource Center.

DUTIES AND RESPONSIBILITIES

- Interacts with diverse population to include guests, volunteers, interns and partner agency representatives
- Represents the best interest of Resource Center guests and clients in all interactions and activities
- Point of contact for other staff coordinators
- Assists the Resource Center Manager for additional responsibilities as needed
- To be available to cover weekend shifts as needed
- Conducts self professionally while coordinating multiple duties throughout the program
- Maintains schedule and sign-ups for all program activities
- Tracks program activities using regular reporting methods
- Facilitates guest connections with partner agencies
- Tracks daily guest participation in Healthy Engagement tasks
- Establishes and maintains healthy limits and expectations with guests
- Ensures facility is set up and fully functioning
- Responsible for training volunteers and guests
- Assigns and delegates specific tasks to volunteers
- Works in conjunction with the security officer to help maintain a controlled atmosphere and prevent altercations
- Supports proper training and recognition of volunteers for their partnership with Springs Rescue Mission and engages them in meaningful work that leverages them as a resource
- Other duties as assigned

EDUCATION/EXPERIENCE

- Bachelor's Degree, preferred, in relevant field
- Minimum of 2 years related experience with increasing responsibilities
- Experience using database and assessment management tools

SKILLS AND QUALIFICATIONS

- Maintains a personal relationship with Jesus Christ and is a constant witness. Christ-centered and compassionate attitude in dealing with people including the homeless and faithfully upholds and exemplifies SRM's Statement of Faith
- Serves as an advocate for the homeless and raising awareness of the needs and concern for the addicted, and those in poverty; engaging others within one's influence to greater involvement and effectiveness on behalf of this population in Colorado Springs.
- Believes that volunteers are vital to accomplishing the Vision and Mission of Springs Rescue Mission and thus is part of mobilizing the community in the fight against addiction, poverty and homelessness
- Resourceful individual that possesses knowledge of the community, other agencies and resources that will benefit the guests of the program
- Comfortable and compassionate while working with clients that are experiencing trauma, addictions or homelessness
- Ability to recognize guest needs and refer them appropriately
- Computer literate, proficient in Word, Excel, internet and Outlook. Experienced with Client Management databases
- Able to balance multiple tasks and responsibilities throughout the day
- Motivated and task orientated teammate
- Highly organized, patient, focused and solution oriented
- Highly ethical, able and willing to maintain confidentiality and operate within program and organizational parameters

WORKING CONDITIONS/PHYSICAL FACTORS

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%

- Frequent and regular interaction with low-income and disenfranchised population including but not limited to mentally ill, addicted and homeless
- Climbing stairs – *Occasionally*
- Extended periods of sitting – *Occasionally/Frequently*
- Able to lift up to 20lbs - *Occasionally*
- Work will be performed in a typical office environment
- Use of personal vehicle for local business-related transportation. Some meetings outside regular business hours

EQUIPMENT/TOOLS USED

- Computer
- Phone
- Fax
- Copier