



COMMUNITY RESOURCE COORDINATOR

Reports to: Program Manager	Pay: \$34,320 -\$50,004 (100% FTE) \$16.50 - \$24.04 per hour	Employees to be supervised: N/A
		Status: Salary – Non-Exempt
Location: Canoga Park, CA or Van Nuys, CA		Work Hours: Monday – Friday 40 hours/ week, some evenings and weekends required

At NEW, we believe that Poverty is a monster destroying hope and prosperity in the lives of low income communities and their families. Using NEW’s transformative approach we connect people, communities, and families to their own sense of power and economic mobility. We implement a holistic approach in all we do by addressing families' basic needs, such as finding a stable and safe place to live, to supporting ambitious plans such as purchasing a home or starting a business.

At NEW we respect and honor all families, communities and cultures. We encourage innovation and “thinking outside the box”. We expect all employees to connect, create, and celebrate by being authentic, bold, engaged and transformational.

Position Summary:

The Community Resource Coordinator will work closely with the Program Manager to strengthen and/or develop relationships with local public and private community-based organizations to enhance the services offered to empower families and individuals to self-sufficient and economic mobility. All FSC-staff must understand the FSC program purpose, vision and objectives, be knowledgeable of services and resources, and engage in the following activities: outreach, intake/assessments, referrals, and customer follow up. As an ambassador for the organization, this person is also responsible for actively supporting the overall mission and vision of NEW

Duties and Responsibilities:

Community Engagement:

- Strengthen and develop relationships with other community organizations that aim to enhance services
- Promote FSC services in and around the local community, including but not limited to participation in community events, resource fairs, and outreach presentations
- Represent NEW and the FSC at community meetings, including but not limited to participation at the Neighborhood Council meetings and activities
- Generate and maintain a database of community contacts and resources
- Evaluate the need of resources and whether resources are responsive to customer needs
- Serves as center outreach lead, ensuring that the FSC reaches or exceeds its unduplicated participant enrollment goals as set by HCID in the FamilySource contract.

Customer Support:

- Create and maintain a welcoming, orderly, and neat environment
- Greet and assist individuals with exceptional customer service
- Assist with general customer applications and referrals
- Ensure customer file contains complete and updated information to include, but not limited, assessments, referrals, services, and case notes
- Maintain a working knowledge of in-house and community resources
- Conduct multi-benefit screenings and/or health insurance applications
- Perform other related duties as necessary



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Qualifications and Experience:

- Bachelor's degree preferred – HS Diploma or equivalent + some college (2-years)
- 2-years of previous outreach experience strongly preferred
- Interest or experience in social services/community engagement
- Excellent customer service skills, effective oral and written communication skills
- Excellent and effective public speaking and presentation skills
- Ability to handle sensitive and confidential issues in a professional manner and manage crisis situations
- Experience working in a collaborative
- Ability to coordinate multiple assignments, prioritize and complete projects under short deadlines
- Self-directed and able to work independently
- Strong organizational skills
- Residency in and /or familiarity with the target area and its cultural diversity is a plus.
- Excellent knowledge of word processing tools and spread-sheets (MS office word, excel, access, etc...)
- Working knowledge of office equipment and computer hardware and peripheral devices
- Detail-oriented.

Additional Requirements:

- Must have a valid California Driver's License, Liability Insurance, and an automobile in good working condition
- Fingerprinting and TB Clearance
- CPR/First Aid Certification is a plus
- Flexible with working hours, including evenings and weekends
- Fluent in Spanish

Apply via e-mail or website only

Submit your resume with a cover letter:

Via Website: <https://neweconomicsforwomen.org/our-job-openings/>

Via E-mail to hr@neworg.us

(Please ensure to include the position you are applying for on the subject of your e-mail)

For additional information you may contact Human Resources:

303 S Loma Drive, Los Angeles, CA 90017 | (213) 483-2060 Ext-311

E-mail hr@neworg.us

Stay Connected:



Learn more about us at: www.neweconomicsforwomen.org

New Economics for Women (NEW) creates economic and educational opportunities for single parents, families and disinvested communities as a pathway for dreams to come true.

**EQUAL
OPPORTUNITY
EMPLOYER**