



## **Job Description** **COMMUNITY RESOURCE CENTER MANAGER**

**EXEMPT:** Yes

**LOCATION:** 1557 Healdsburg Ave,  
Healdsburg CA 95448

**DEPARTMENT:** Casa del Corazón

**SALARY LEVEL:** \$55k-\$60k

**REPORTS TO:** Head of Programs

**HOURS:** Full-time, 40 hours. Some weekends and evenings required.

**DATE:** 07/21/2020

**ORGANIZATION BACKGROUND:** Corazón Healdsburg is a nonprofit organization working to strengthen the Northern Sonoma County community by bridging the racial, cultural and economic divides that exist today.

We operate a bilingual resource center in Healdsburg and offer family support programs, education for all ages, financial guidance, legal assistance and emergency response. We coordinate and amplify the local Latinx voice, and we host cultural events that publicly celebrate the Latinx community and build cultural bridges amongst neighbors. Everything we do supports our goals of overcoming cycles of poverty for participating families and empowering them to create new relationships—with each other, with the community at large and with local systems and services that are meant to exist for everyone.

**SUMMARY OF THE POSITION:** – Corazón Healdsburg is hiring a bilingual (Spanish and English) full-time salaried **Community Resource Center Manager** who will directly oversee the programs under Corazón Healdsburg's *Casa del Corazón* pillar. Primarily responsible for the full implementation of family stability and services component of the community resource center. The position is responsible for the delivery of high quality, comprehensive wrap-around supportive services to Northern Sonoma County families and individuals and the management and support of resource center staffing.

**Casa del Corazón Services Include:** Information & Referral, Case Management & Follow-Up, Advocacy, Parent Support and Educational Classes, Language Access & Interpretation Support, Crisis Intervention and Co-Located Partners & Services

### **WHO YOU ARE:**

- Deeply dedicated to providing wraparound services to serve the community
- Promotes a culture of empowering families and ensure the provision of a consistent equitable pathway for the families we support
- Strong personal commitment to diversity, equity and inclusion, both in our work and our organization's culture
- Community-minded, detail-oriented, flexible, and creative

- Comfortable with working independently on a geographically dispersed team including managing projects via phone, email and video conference.
- Comfortable in ambiguity and want to play a key role in the growth of an organization.
- Understand the importance of regularly collecting, analyzing, and applying data to drive program strategy and decision making.
- Have excellent verbal, written and interpersonal skills, with the ability to communicate complex information to diverse stakeholders and partner agencies.
- Are a creative problem solver who can move between strategic thinking and getting in the weeds; able to make decisions when there is incomplete information or competing opinions.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

### **Leadership**

- Serves as part of the organization's senior team and a core part in implementing Corazón Healdsburg mission as well as establishing a healthy work environment.
- Provides supervision, training and performance evaluation for Casa del Corazón team members which consists of two Resource Center Advocates and Resource Center Associate and program volunteers.
- Represents Corazón Healdsburg in meetings related to resource center programs in an effort to continue developing strong partnerships with local organizations and/or stakeholders.
- Supervise, model, and mentor staff to ensure Casa del Corazón provides a high-quality, appropriate, and culturally sensitive family & community support program.
- Provide supervision, direction and support to Resource Center Advocates, including feedback, training, and supervision on effective intervention and supportive strategies.

### **Impact & Data Management**

- Responsible for ensuring that all *Casa del Corazón Resource Center* program data is collected and entered by your team into Salesforce database to better track data and program effectiveness.
- Participate in the multi-strategy efforts including customization of database, creation of surveys, and collection of inspiring stories with the goal of highlighting the impact of CRC programs & services.
- Responsible for collecting, overseeing and managing data and creating custom reports for grants, stakeholders and Corazón staff.

### **Program Management**

- Manage and oversee the day-to-day *Casa del Corazón Resource Center*-related projects and programs.
- Develop, maintain, and use policies and procedures, operating instructions, scheduling and appointment system and tools needed to support resource center programs/activities.
- Oversee relationship building with families, family partnership agreements, follow-up services, case management, and goal setting of programs and families.

- Identify issues, trends, and opportunities to improve efficiency and/or quality, or to better assist resource center clients; develop recommendations and implement relative to identified issues, trends, and opportunities.
- Supervise maintenance of accurate and confidential client files and data tracking using required systems while complying with contractual expectations, ethical and legal standards of practice and confidentiality, and other requirements as appropriate
- Support the development of grant proposals, evaluate and monitors program contracts, and prepare reports.
- Develop, track, and manage program budgets in conjunction with and support of Head of Programs.

#### **REQUIRED QUALIFICATIONS:**

- Minimum Bachelor's degree in Social Science, Sociology, Education, or comparable Master's Degree in Public Health, Social Services, or Social Work preferred
- Extensive knowledge of community partners and resources in Sonoma County
- 3-5 years direct service/case management experience which include knowledge of *strength-based* and *family strengthening* frameworks
- Expertise in community-based interventions to improve outcomes for low income, culturally diverse families and communities
- Demonstrated experience working with individuals of diverse backgrounds, (e.g., ethnic, cultural, racial, and socioeconomic)
- 2+ years of Program Management experience
- Superior written and verbal communication skills
- Strong analytical and creative problem-solving abilities
- Excellent interpersonal, organizational, and operational skills
- Experience working with CRM systems, preferably Salesforce
- Extensive technology skills, including intermediate or higher-level proficiency with Microsoft Office 365 and G-Suite
- Commitment to professional ethics when working with highly confidential information
- Must complete a DMV and criminal background check; and pass a criminal record clearance that includes fingerprinting through the Department of Justice.

**PHYSICAL DEMANDS:** Must be able to sit at a desk. Must be able to do phone or computer work for blocks of time. Must be able to communicate verbally. Must be able to lift and move paperwork, files, and computer equipment up to 25 pounds. While performing the duties of this job, the employee is regularly required to walk, sit; use hands to handle objects/operate keyboards; reach with hands and arms; stoop, kneel, and crouch; talk and hear. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. This position holds regular office hours remotely (during shelter in place) or in our location at the Healdsburg Community Center Field position at off-site locations with unknown accessibility. The noise level in the work environment can be loud. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. The position may require light travel to various locations throughout Sonoma County.

**OTHER DUTIES:** Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that is required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Corazón Healdsburg is an Equal Opportunity/Affirmative Action Employer.**

**HOW TO APPLY:** Please send a resume in English and bilingual cover letter to [angie@corazonhealdsburg.org](mailto:angie@corazonhealdsburg.org)