

**JOB DESCRIPTION**

POSITION TITLE: Resource Center Manager

FLSA Designation: Exempt

EEO Category: Professional

SOC: 11-9151

Last Reviewed/Updated: 05/12/2020

**Job Summary:** This position manages the day-to-day program operations of one of PSF’s Resource Center locations. This is a highly responsible management position that oversees the coordination and provision of services designed to reduce the risk of child abuse and neglect through the maximization of resources for families and individuals within select communities. This position requires a high level of local community engagement and service coordination; hence, the Resource Center Manager must possess a working knowledge of and have experience working with a variety of local resources and supports. The Resource Center Manager reports to the Director of Resource Centers.

**Mission:** To enhance the community’s ability to protect and nurture children by building, maintaining and constantly improving a network of family support services.

**Vision:** To be a recognized leader in protecting children and strengthening families through innovative evidenced-based practices and highly effective, engaged employees and community partners.

**Core Principles:** To make prevention of child abuse and neglect a community priority and recognize that more can be done with communities and families as partners.

**Competencies:** Identify and understand what resources are available, and build and maintain effective working relationships within a network of systems. Ability to network with, educate and involve community stakeholders.

**Core Function:** *To conduct and oversee community outreach, development of new partnerships and Resource Center programming, based upon community needs; also seek new and recurring funding opportunities.*

* Conduct community outreach by actively seeking and engaging community agencies, businesses, and individuals that will contribute to meeting the needs of the local community and Resource Center patrons.
* Continuously develop and maintain productive, working relationships with the Resource Centers’ collaborating partners; balancing partner needs with the best interests of the Resource Center and community.
* Manage quality provision of on-site and referral-based services and supports in cooperation with partner agencies through development and monitoring of Memorandums of Understanding or Service Provision Agreements and communication with partner agencies, as needed.
* Develop new and expand/improve existing Resource Center programming, including special events, which are thoughtfully designed to meet the current needs of the community and use a strengths-based framework.
* Seek appropriate funding opportunities and partnerships (i.e., grants, monetary, non-monetary and in-kind donations) to support Resource Center operations and programming; to be conducted with input from the Director of Resource Centers, Sr. VP of Clinical and Community Services, and PSF’s Community Relations department.
* Provide support and guidance for staff regarding their role with community relations, outreach and program development activities.

**Core Principles:** To individualize services to meet the needs of children and families while respecting each individual and/or family’s diversity and inherent dignity.

**Competencies:**Commitment to using a strength-based, child-centered, family-focused practice with the ability to identify strengths and needs and engage the family in a strength-based assessment process. Ability to perceive and communicate with sensitivity and without judgement while respecting each person’s potential. Ability to lead and model diversity. Respect for each person’s dignity, individuality, and right to self-determination.

**Core Function:** *To ensure quality interactions with families/individuals.*

* Provide oversight for face-to-face consultations with patrons, ensuring all interactions are non-judgmental, trauma-informed and occur in an encouraging environment designed to appropriately link patrons to crisis intervention services, Resource Center activities and/or community services; personally conduct face-to-face consultations, as needed.
* Foster relationships between family members, staff, volunteers, partners, community members, the education system, and other relevant entities.
* Display and model an understanding and sensitivity to, the service population’s cultural and socioeconomic characteristics.

**Core Principle:** To provide a safe environment for all children.

**Competencies:** Ability to be proactive, decisive and employ crisis intervention principles appropriately. Have working knowledge of policies and procedures as they pertain to Resource Centers, crisis intervention techniques, community relations and program development.

**Core Function:** *Handle daily interactions and crisis situations appropriately and in accordance with PSF policy and procedures.*

* Ensure all Resource Center activities are completed in accordance with PSF policies and regulatory/COA standards; participate in the updating and establishment of Resource Center policies and procedures, as needed.
* Manage conflicts and deal appropriately in difficult situations with patrons, staff/volunteers, service providers, community partners, supervisors, and/or peers.
* Provide direct supervision and support for staff and/or volunteer/interns; meeting and coaching these individuals, as required, and in compliance with PSF policy.
* Conduct activities related to the recruitment, retention, and direct supervision of volunteer/interns; including, but not limited to: outreach efforts, interviewing and screening, on-going training, scheduling, tracking hours and completing external documentation, as required.
* Work with PSF’s Director of Community Relations and Engagement to coordinate public relations for the Center, including all written publications (e.g., event flyers, rack cards, promotional items) and appropriate notification of all requests for coverage by local news media outlets.

**Core Principle:** To commit to accountability using outcomes to measure performance and improve practice.

**Competencies:** Commitment to ensuring accountability and a results-based orientation.

**Core Function:** *Oversee the authorization, documentation and utilization of services and Resource Center funding to ensure resources are maximized.*

* Ensure accurate documentation of patron demographic information and service needs, using the identified forms, the data management system and/or otherwise approved tracking system, within required timeframes.
* Collect, monitor and report on key data indicators regarding the environment and utilization of services, including trends and potential resource gaps, to ensure a flexible, responsive, and culturally relevant service delivery system, designed to achieve targeted outcomes.
* Manage Resource Center budget and ensure compliance with grant and/or other funding requirements.
* Manage supplies and facility related issues.

The list of essential functions is not intended to be exhaustive. Partnership for Strong Families reserves the right to revise this job description as needed to comply with actual job requirements.

**Minimum Qualifications:**

REQUIRED:

* Bachelor’s degree in Counseling, Social Work or related field with a minimum of 3 years of experience related to child welfare, mental health, project management and/or community collaboration.
* A minimum of one year of experience directly supervising staff or managing a program.
* Case Management and/or Service Coordination experience involving knowledge of community resources and services.
* Valid driver’s license in state of residence.

PREFERRED:

* Master’s degree in Counseling, Social Work or related field.
* Experience working with at-risk families and children.
* Knowledge of grant writing.
* Knowledge of local community and services array.

**Knowledge, Skills, and Abilities:**

* Knowledge of area social service resources and ability to develop collaborative relationships, as needed and appropriate.
* Knowledge of best practices in child welfare/child abuse prevention programs.
* Knowledge of the causes and effects of trauma including the impact of early and cumulative trauma.
* Knowledge of budget preparation, grant writing and fundraising.
* Skills in basic computer programs, including Microsoft Office, Word, and Excel; including the ability to produce and interpret graphs, charts, spreadsheets and other data reports.
* Supervisory and/or Project Management experience.
* Ability to maintain strict confidentiality, including the ability to recognize situations in which confidentiality is required.
* Ability to relate well and maintain effective working relationships with staff, children, parents, community members and other agencies.
* Ability to exercise professional judgment before making decisions.
* Ability to work effectively in a team environment; while at the same time, ability to make appropriate, professional decisions independently, seeking direction, as needed.
* Ability to make public presentations and represent the agency in various settings.

**Physical Requirements**

Sitting 40%

Standing 30%

Mobility (moving between internal offices) 20%

Kneeling/Bending/Stooping 5%

Reaching, overhead 5%

Speaking  Yes   No

Hearing  Yes   No

Reading Comprehension  Yes   No

Ability to Lift and carry up to 40 pounds.

**Travel:**

Same Day Infrequent Occasional  Frequent

Overnight Infrequent Occasional  Frequent

Weekend and Nights Infrequent Occasional  Frequent

Infrequent (2 to 3 times year)

Occasional (2 to 3 times Month)

Frequent (2 to 3 times Week)

PFSF is an Equal Opportunity/Affirmative Action/ Drug Free Work Place and does not tolerate discrimination or violence in the workplace. Applicants requiring a reasonable accommodation as defined by the Americans with Disabilities Act, must notify the Human Resource Department at 1-352-244-1527. Notification to the Human Resource office must be made in advance to allow sufficient time to provide the accommodation.

**Drug Free Workplace:**

PSF maintains and enforces a Drug-Free Workplace program. New employees are required to be drug tested prior to employment. In appropriate circumstances, current employees may also be required to submit to drug and/or alcohol testing. Information on the Drug-Free Workplace Policy is contained in the Employee Handbook and set forth in the Drug-Free Workplace Policy, both of which are available through the organization’s inter/intranet.

**Signature Block:**

By signing below, I agree and understand that I must satisfactorily perform each responsibility set forth to continue my employment with PSF.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employee Name (Print) Supervisor’s Name (Print)**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employee Signature Supervisor’s Signature**

**\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date Date**