

Community Resource Specialist - Northfield

Organization: The Community Action Center (CAC) is a community-based, non-profit, human services organization that provides and advocates for the basic needs of people and families throughout Rice County. Its programs create a robust safety net for low-income families and include food access, housing, employment services, clothing, emergency assistance, youth services, transportation, health care assistance, and more.

CAC provides drop-in resource centers where immediate response and support are available, and its thriving and abundant food shelves serve fresh, healthy, and culturally relevant food to thousands of households each year. CAC also owns and operates multiple housing projects, spanning from emergency shelter to permanent supportive housing, whose services include ongoing intensive case management with tenants. Partnerships with local employers allow CAC to connect individuals to job opportunities and enhance job skills, while CAC's retail clothing store provides the entire community with access to affordable clothing.

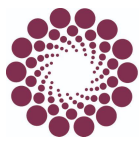
Mission & Values: CAC's mission is to promote a healthy, caring, and just community for all people through resources, advocacy, and volunteer effort. To that end, CAC strives to be a trauma-responsive organization, providing services that embody the idea that people can adapt, heal, and even grow from traumatic experiences. Recognizing the effects that trauma has on individuals, families, and our society as a whole, CAC aims to reduce the impact of trauma on the lives that the organization touches by helping individuals to feel safe, connected and in control—over the course of many interpersonal interactions and in a variety of welcoming settings. Responding to the community in a trauma-responsive way is critical to the success of this position and to the mission of the CAC.

CAC's resources and staff are integral parts of their communities and include partnerships with schools, businesses, faith communities, and other organizations. This extensive local network allows CAC to pursue community-engaged solutions, prioritize partnerships, and collaborate with thousands of volunteers. Currently, CAC is looking for a **Community Resource Specialist** to help support the community-responsive work of CAC.

Job Title: Community Resource Specialist
Reports to: Northfield Resource Center Manager
Primary Location: Northfield
FLSA Status: Hourly, non-exempt
Compensation: \$18-\$20 per hour
Hour Status: 40 hours/week

Job Summary: The position of **Services Coordinator** will support the day-to-day operation of the Resource Center in Northfield, provide high quality customer service to all participants, volunteers, and staff and collaborate to foster an organizational culture of a community-based, person-centered, and trauma-responsive environment. Responding to the community in a trauma responsive way is critical to the success of this position and to the mission of CAC. Activities range from direct customer service to behind-the-scenes logistical support.

Primary Job Responsibilities: CAC's success depends on the ability of its staff and volunteers to adjust and adapt as they dynamically meet the needs of the community. Job responsibilities include but are not limited to:



Customer Service/Community Engagement - This position will serve as the first point of contact for people seeking help at CAC and provide immediate response to community members. Tasks include:

- Answer the phone and provide excellent customer services to community members seeking services or with others wishing to engage in the work of CAC
- Monitor the Northfield “Get Help” email account
- Welcome community members into the building and show warm hospitality to participants, volunteers, and donors
- Facilitate a seamless check-in process in partnership with other CAC team members
- Connect community members with appropriate staff members for follow-up and ensure connections are made
- Maintain a strong familiarity with the range and scope of CAC’s available programs, resources, staff and partners
- Maintain a database of community resource brochures and fliers and stay up to date on community resources
- Support a clean, organized resource center environment
- Ensure important communication to participants is available in both English and Spanish; this includes occasional translation of short written materials such as fliers and signage
- Responsible for a variety of opening and closing procedures including:
 - Checking voicemail and promptly returning messages
 - Preparing and monitoring refreshments
 - Unlocking and locking doors and file cabinets

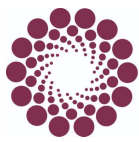
Office and Administrative Support - This position will also support a variety of activities in partnership with the administrative team. Additional tasks may include:

- Monitor and order office supplies and facility materials as needed
- Maintain accurate contact information for participants in organizational database
- Assist with seasonal programs and projects as needed

General Responsibilities:

- Demonstrate commitment to the agency’s mission: “To promote a healthy, caring, and just community for all people through resources, advocacy and volunteer effort.”
- Employ trauma-responsive, person-centered care practices to create a safe and healing space, build relationships, foster agency and invest in the long-term wellbeing of participants
- Utilize crisis intervention and conflict resolution skills to support individuals and families in need
- Follow all mandated reporting laws for vulnerable adults as well as child abuse and neglect
- Attend and actively participate in regularly scheduled organization and team meetings and trainings

Work Environment and Physical Demands: While performing the duties of this job the employee is regularly required to walk, stand, bend, kneel, use hands to write, use computers, and lift up to 40 lbs. Employees are subject to a minimal noise level.



Qualifications: CAC is committed to finding the right person for the position. Ideal candidates will possess many of the following qualities:

Required qualities:

- 2+ years of experience in human services, social work or related field
- Bilingual in English and Spanish required
- Ability to respond calmly and confidently in stressful situations
- Ability to multi-task and problem solve in a fast paced environment
- Superior attention to detail
- Working knowledge of and/or lived experience accessing social services and community resources
- Excellent oral and written communication skills including experience with email, spreadsheets, Google Suite, etc.
- Experience working alongside diverse populations
- Ability to pass all required background and MVR checks
- Experience working within or alongside diverse populations
- Ability to work independently and as a member of a team
- Passion for equity and social justice

Preferred qualities:

- Familiarity with Rice County organizations and resources
- Previous experience working or volunteering in a food shelf setting
- Proficient in Google Suite and Microsoft Office (PowerPoint, Word, and Excel)

Certificates, Licenses, and Registrations:

- Must possess and maintain a valid Minnesota driver's license
- Must possess Personal Auto Insurance

Compensation: This position is designed as a **full-time, hourly, non-exempt position**. Starting hourly wage will depend on experience and qualifications, with a starting range of \$18-\$20/hour plus benefits (including a stipend for health care). CAC offers flexible work arrangements, professional development opportunities, and a chance to creatively build and implement innovative ideas.

Equal Opportunity: CAC is an equal opportunity organization. CAC believes that the most efficient and effective workplaces include employees from diverse backgrounds. We strive to create a work environment where all employees and individuals, regardless of race, creed, color, religion, sex, national origin, age, marital status, political affiliation, sexual orientation, gender identity, disability, public assistance status or veteran status, can succeed and make an impact in the community.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Application and Hiring Process: CAC will be interviewing on a rolling basis until the position is filled. To apply, please submit a cover letter, resume, and contact information for three professional references to employment@communityactioncenter.org. Inquiries and questions can be sent to this same e-mail address or by contacting CAC's Northfield Resource Center Manager Lisa Sexton, at sexton.lisa@communityactioncenter.org or 507-350-7072.