



Resource Center Manager - job description

Organization – The mission of the Community Action Center of Northfield (CAC) is to promote a healthy, caring, and just community for all people through resources, advocacy and volunteer effort. CAC is a community-based, non-profit, human services agency providing and advocating for the basic needs of people and families in the Northfield area. Services and programs create a robust safety net for low-income families throughout Northfield including food access, housing, employment services, clothing, emergency assistance, youth services, transportation, health care, and more. CAC provides a drop-in resource center where immediate response and support is available. Three thriving and abundant food shelves, two in Northfield and one in Faribault, serve thousands of individuals each year. CAC owns and operates multiple housing projects spanning from emergency shelter to permanent supportive housing including ongoing intensive case management services with tenants. Partnerships with local employers allow CAC to connect individuals to job opportunities and enhance job skills. Additionally, CAC's retail clothing store provides the entire community access to affordable clothing. Currently, CAC is looking for a **Resource Center Manager** to help support the community responsive work of CAC.

Job Summary – The position of **Resource Center Manager** will be a leader at CAC, championing and supporting the culture of a community-based, person-centered, and trauma-responsive organization. The position will manage, support, and empower staff, community members and participants to support CAC's work. The position will focus on working alongside staff meeting the needs of community members, while also providing supervision, support, and organization to meet the needs of a drop-in resource center.

Responsibilities and Duties – CAC strives to be a trauma responsive organization, going beyond just recognizing the effects trauma has on individuals, families and our society as a whole, to actively attempting to lessen the impact of trauma in the lives the organization touches. Being Trauma Responsive means believing that people can adapt, heal and even grow from traumatic experiences through repeated experiences of feeling safe, connected and in control—over and over again. Responding to the community in a trauma responsive way is critical to the success of this position and to the mission.

CAC's success is based on the flexibility of its staff and volunteers to dynamically adjust to meet the needs of the community. The primary responsibilities for this job include:

Management and Supervision – Responsible for managing a team of up to 6 community advocacy staff. CAC staff are looking for a knowledgeable, supportive team leader who will work alongside them and provide responsive and clear direction. Additional tasks and activities include:

- Provide consistent, timely, and responsive support to community advocates team regarding best practices, policies, and general guidance



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- Review, train, evaluate, and provide feedback on staff performance
- Oversee the resource schedule and overall operation of the CAC Resource Center
- Provide support and infrastructure for community engagement, empowering volunteers to be part of CAC's work
- Communicate and collaboratively assist with administration of grants, initiatives, and programs
- Maintain health and safety of resource center and outreach services by following all CAC procedures
- Meet regularly with administrative leadership to guide and direct the organization

Direct Support to Participants-Responsible for supporting and amplifying the voice of participants throughout the community. CAC is looking for a dynamic advocate to support CAC's crisis response and long-term case management priorities. Additional tasks and activities include:

- Model a culture of high-quality, trauma-responsive services for community members accessing CAC services
- Develop relationships with community members seeking services
- Support and advocate for clients throughout the community through relational and responsive case management
- Be available for crisis response and direct service during scheduled times in CAC's drop-in resource center

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

- Working knowledge of social services and community resources for participants
 - Preference given to candidates with strong housing expertise
 - Preference given to candidates with strong knowledge of mental health and/or substance use disorders
- Excellent oral and written communication skills
- Experience working alongside diverse populations
- Bachelor's degree in human services or related field AND four years of experience in related field
- Proven management and/or supervising experience preferred
- Social Work license preferred but not required
- English and Spanish speaking preferred
- Valid driver's license required
- Flexibility to work occasional nights or weekends to meet the needs of the organization
- Ability to pass all required background and MVR checks



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Compensation – The position is designed as a full-time, salaried, exempt position. Annual salary will depend on experience and qualifications with a starting range of \$40,000-\$50,000 annually, depending on qualifications, plus benefits. Some components of the position may require occasional night or weekend hours. The position will report to CAC’s Client Services Director. 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 employ employees with diverse backgrounds. We strive to create a work environment where all employees and individuals, regardless of their 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.

Application and Hiring Process – CAC will be interviewing on a rolling basis until the position is filled. To apply, please submit a cover letter, résumé, and contact information for three professional references to employment@communityactioncenter.org by October 16, 2021. Inquiries and questions can be sent to this same e-mail address or by contacting Community Resource Director Amy Tudor at 507-573-2708.