



MEETING OUR COMMUNITY'S NEEDS
NEIGHBOR TO NEIGHBOR

People's Resource Center Job Posting Social Services Coordinator (Bi-Lingual Spanish)

POSITION OVERVIEW

PRC is hiring a full-time Social Services Coordinator (Bilingual Spanish) to coordinate the client registration process for food distributions, supervise day-to-day clothes operations, and provide direct service to clients at Westmont location that is consistent with program goals and strategies. This position reports to the Manager of Social Services and joins the Social Services team whose goal is to support families experiencing an emergency situation with comprehensive services such as client intake and registration, needs assessment, financial assistance, in-depth social services guidance and health and welfare referrals. Candidates must be able to stand and walk outdoors for up to 4 hours and are required to work 5 days a week including every Thursday evening and every Saturday morning.

ESSENTIAL FUNCTIONS

- A. Coordinate and supervise the client intake process at all food pantry distributions in Westmont
 - Understand the intake process, identify improvements, resolve problems and issues and communicate changes and updates
 - Prepare client receiving area and intake stations
 - Working with Volunteer Coordinator, identify, implement and improve upon the process of recruiting and screening intake volunteers
 - Interview, select and orient new intake volunteers
 - Schedule, train, support, recognize and supervise intake volunteers
 - Schedule volunteers for food pantry intake and ensure adequate coverage
 - Prepare and conduct periodic training sessions for volunteers
 - Review service sheets for accuracy to ensure volunteers are entering food pantry services into client database system accurately

- B. Provide direct service to clients
 - Complete applications for government and mainstream benefit programs accurately
 - Provide information, support, and referrals to clients who present in crisis
 - Continually identify and research new community resources to meet the needs of clients
 - Conduct pre-screening interviews, client assessments and disburse financial assistance according to established guidelines
 - Adhere to internal department procedures to ensure efficient and effective service delivery

- C. Assist with Family Connections
 - Conduct screening and client assessments to determine eligibility according to established guidelines
 - Develop a service plan including financial goals, self-sufficiency and housing stability plan, and use of case management with families.
 - Provide case management for designated families
 - Participate in client staffing/case review meetings
 - Ensure accuracy and completeness of client files and forms

D. Supervise Clothes Closet

- Supervise day-to-day operations of the Clothing Closet to ensure clients visiting the Clothing Closet are offered clean, lightly-worn clothing and are treated with dignity and respect while shopping
- Ensure policies, procedures and practices for receiving, sorting and distributing clothing is followed including but not limited to procedures manual, acceptable standards, methods of display, intake procedures and data collection.
- Schedule, train, support and supervise volunteers working in Clothing Closet
- Coordinate special initiatives that respond to donation needs as requested

E. Ensure accurate and timely entry of client data into all applicable databases including ServicePoint, HMIS database, Client Central Database, and Social Services Database.

F. Community Outreach

- Represent PRC at designated community events, committees and groups
- Develop and maintain relationships with prospective partner agencies, as identified

SKILLS/EXPERIENCE

1. Skills/Knowledge

- Commitment to PRC's mission, values, and community focus
- Enjoys working in a social service organization and with the public
- Bilingual English/Spanish required
- Ability to work independently, with a team, and with a diverse group of individuals
- Ability to work effectively with people from other countries & speaking other languages
- Ability to work effectively with volunteers
- Strong organizational, communication and time management skills
- Able to maintain a high level of confidentiality
- Must work well under pressure and have the ability to respond to client problems
- Knowledge of mainstream benefits preferred
- Knowledge of local or DuPage County resources for low income residents preferred
- Proficient in MS Word, Excel, Outlook and Internet search engines required
- Knowledge of HMIS and Google Docs preferred

2. Experience/Education

- Bachelor's degree required, preferably in social work
- 3 years of comparable work experience in social services or related field required
- Experience working with volunteers preferred

BENEFITS

PRC offers a generous compensation and benefits package to our full time employees, including:

- Medical insurance – HMO, PPO (80% Employer paid)
- Dental insurance – PPO (80% Employer paid)
- Short Term Disability & Life insurance (100% Employer paid)
- Flexible Spending Account participation
- SIMPLE IRA retirement plan and 3% company match
- 23 days of Paid Time Off (PTO)
- 12 paid holidays
- Flexible work environment

ORGANIZATION OVERVIEW

People's Resource Center (PRC) is a not-for-profit, social service organization founded in 1975 by community members looking to help neighbors who were facing financial hardship. Inspired by social justice heroes like Martin Luther King, Jr., Dorothy Day and Jane Addams, founders Dorothy McIntyre, Father Tom Peyton and a group of volunteers sought to do more than start a local food pantry.

With a team of over 1,600 volunteers supported by 47 employees, PRC offers free emergency needs assistance and educational programming. Our emergency and basic needs services include food assistance, clothing, financial assistance, homelessness prevention services, and referrals for medical and dental care. Job search assistance, adult basic education and literacy, computer training and access, and art enrichment equip individuals with the tools and resources they need to build stronger futures.

PRC earned the highest possible rating from Charity Navigator for 12 consecutive years. Only 1% of charities rated have received this distinction, differentiating PRC from its peers, exemplifying the high standard of service at PRC, and indicating that PRC outperforms most other charities in America.

The values that guide our actions and decisions and that are embedded in our culture are:

- Dignity and Respect: Recognizing the dignity of each person who comes to us, we create a welcoming and respectful environment in all of our programs and communication.
- Creative and Innovative: We express our mission directly. We try things in the community. We are willing to jump in to new areas in order to address an unmet need.
- Responsible Stewards: We welcome those who need resources, as well as those with resources to share.
- Compassionate: We listen, we encourage, we try to get to know our families, we provide some help and guidance, we advocate, in a spirit of kindness and compassion.
- Integrity: We place a high priority in living out of our principles, in our relationships, programs, and organizational practices.

APPLICATION PROCESS

To apply, please send your resume, cover letter, and salary expectations to resumes@peoplesrc.org

Applications will be accepted until the position is filled.

No phone calls, no faxes please.

People's Resource Center is an Equal Opportunity Employer.

www.peoplesrc.org