



Resource Coordinator

Summary: The Resource Coordinator serves as the welcoming face of the Amherst Survival Center, supporting all community members to access the resources we have to offer, providing community activities, and connecting people to community resources available through other avenues. The Coordinator supervises a team of volunteers, oversees the onsite health clinic, resource center, and community activities, and ensures successful execution of related services.

Hours/Classification: This is a full-time (40 hours), exempt (salaried) position. Schedule is generally M-F plus serving as part of a staffing rotation to cover evening and Saturday hours. Occasional additional evening/weekend hours for special events.

Direct Report: The Resource Coordinator reports to the Program Director.

Job Qualifications:

Required Qualifications:

- Minimum two years experience (additional preferred) in information and referral, case management, or other closely related direct service role in human service program.
- Minimum 5 years work experience, including related roles, through which you have shown the following competencies:
- Demonstrated excellence providing trauma-informed and culturally competent service to diverse communities, boundary setting, strength-based approach, knowledge of best practices, and program collaboration.
- Excellent organizational and communication skills and attention to detail.
- Experience and competence working with diverse communities.
- Exceptional interpersonal skills, customer service, compassionate boundary setting, and strength-based approach to working with participants and colleagues.
- Demonstrated capacity to prepare and lead public conversations and presentations sharing information about the Center's resources and operations.
- Prior demonstrated success developing and sustaining strong collaborative relationships with community partners on behalf of the organization.
- Prior experience organizing and leading community activities, generating positive engagement.
- Strong computer skills including proficiency in Microsoft Office (word and excel), and ability to enter data and run reports in databases.
- Ability to multi-task and meet deadlines in a fast-paced environment.
- Valid driver's license and ability to be insured under agency automobile policy.
- Strong appreciation for organization's mission, values and approach, with a strong commitment to working with and supporting all members of the Amherst Survival Center community and ensuring the fair and equitable access to resources and distribution of goods and services.
- ServSafe Food Handler Certification required or must be obtained within 60 days of hire (training provided by employer).

Preferred Qualifications:

- 1+ years experience in community programs, leadership of community activities, or group leadership development or similar.
- Additional experience (4+ years) in case management, information and referral, or other closely related direct service role in human service program.
- Prior experience coordinating access to resources for individuals experiencing poverty, homelessness, and/or mental illness.



- Extensive experience with and knowledge of local services and referral options for participants strongly preferred.
- Prior experience supervising interns, volunteers, and/or staff of various ages, backgrounds, and abilities.
- Prior experience and competency with google applications and SharePoint.
- Strong preference for candidates who bring additional skills, capacity, and perspective that strengthen our ability to meet our mission such as: language proficiency in addition to English; lived experience with food insecurity; racial, cultural, and ethnic diversity; community engagement; experience working on food justice issues; experience working within organizations on diversity, equity, and inclusion; collaborative leadership, and/or other relevant skills.

Language Proficiency:

- Professional working proficiency (written and verbal) in English required.
- Very strong preference for professional working proficiency (verbal) in Spanish. Written proficiency preferred. Bilingual differential available for employees with professional proficiency/fluency.

Essential Duties and Responsibilities

Working with Participants:

- Ensure a clean, friendly, welcoming, and positive experience for community members coming to the Center.
- Provide exceptional customer service. Explain resources, services and associated guidelines. Consistently employ respectful, trauma-informed, and compassionate communication with participants. Navigate challenging situations and deescalate conflicts. Uphold Center's Code of Conduct.
- Serve as primary point of contact for participants during open hours.
- Monitor people arriving, leaving, and waiting in line to ensure consistent compliance with all COVID-related safety protocol.
- Assist with registration of new Food Pantry shoppers, expediting registration process while they wait.
- Provide accurate information and referral to participants as needed to access additional community resources. Support participants' successful navigation of Center services.
- Actively promote equity and inclusion for members of historically marginalized groups including BIPOC, LGBTQIA people and people living with mental health challenges and disabilities.

Resource Coordination & Community Activities:

- Coordinate outside service providers coming to the Center including resource center and Health Clinic programming. Supervise volunteers, interns, and service providers. Recruit specialized volunteers.
- Develop strong community partnerships to increase resources available to ASC community members.
- Coordinate information sharing for community members, including making signs, reminder calls, etc.
- Plan, organize, and facilitate regular community building activities, including opportunities for participant leadership.

General Center Operations

- Serve as substitute in other program areas. Will be cross trained to support/fill in for other Center roles as required. Support daily set up, food deliveries, and Center outreach as needed.
- Greet and welcome new volunteers and interns, directing them to appropriate work areas.

Additional responsibilities:

- Participate actively in full staff meetings, team meetings, and individual supervision meetings.
- Complete administrative duties as assigned.



- Demonstrate professionalism at all times, both verbally and in writing when representing the Amherst Survival Center, including appreciating and supporting those you work with, showing respect to all ASC participants, demonstrating professional conduct, acting with honesty and fairness in all of your dealings with others, proactively addressing conflict in the Center as it arises.
- Approach your work with an attitude of continuous improvement. This involves continually examining processes to discover and eliminate problems in order to improve participant satisfaction and to enhance program effectiveness.
- Play an active role as part of the Amherst Survival Center team to develop organizational structures and policies, and ensure all program areas fulfill the Center's mission, including playing an active role in the Center's diversity, equity and inclusion efforts. Participate in intentional learning opportunities, including a focus on understanding and dismantling institutional racism and building cultural competency.
- Represent the Amherst Survival Center with community stakeholders as assigned.
- Other reasonable duties as assigned by Program Director, Executive Director or designee.

Working Conditions: Position works primarily indoors with frequent outdoor exposure. Must be able to lift 20 pounds frequently and 50+ pounds occasionally. Frequent typing, writing, talking on phone, and talking in person. Frequent sitting, walking, standing, use of stairs, lifting and carrying. The Center is a fast-paced environment which can be crowded and noisy.

The Amherst Survival Center is an equal opportunity employer. We are committed to racial equity and social justice and make a particular effort to recruit people of color to apply for open positions. We employ the best qualified individuals without regard to race, color, religion/religious creed, national origin, ancestry, age, genetic information, sex, gender identity or expression, sexual orientation, disability or military status.