



Program and Resource Coordinator

WHO WE ARE:

Neighborhood Resource Center is a nonprofit located in the east end of Richmond, in Greater Fulton. Our mission is to build relationships, share resources, and develop skills to enhance lives in Greater Fulton through our Core Programs: Education, Nutrition, Financial Opportunity Center, and Community Organizing. We utilize enrichment opportunities to spark the academic, social and emotional development of young people and adults. Through our learning garden, our cooking and nutrition classes, and our partnerships with cultural arts organizations, we inspire youth and adults to be creative artists, courageous allies, critical thinkers, and confident leaders in their community.

WHO WE WANT:

We're looking for a highly motivated, collaborative and proactive person who can help us reallocate resources and provide referrals to community members. This position requires someone who has a growth mindset, uses a strengths-based approach to their work, and values experience and passion as a critical part of creatively working to support the operations of the NRC. Applicants should have a can-do attitude, flexibility, excellent organization and interpersonal skills, and the ability to interact with diverse staff at all levels. We want someone who is solutions-oriented, a creative problem solver, finds opportunities to have fun at work, and believes that all people deserve equal opportunities and are valued for their unique life experience.

KEY RESPONSIBILITIES:

The Program and Resource Coordinator provides overall support for our Greater Fulton and Montrose neighbors and program participants and will work closely with the NRC Executive Director and all NRC staff. NRC's work has shifted tremendously in response to COVID-19, so this person would help us identify the needs of community members as we continue to refine our programming.

Resource Coordination & Reallocation:

The Program and Resource Coordinator provides day-to-day supportive services to residents of Greater Fulton, City of Richmond and a portion of Montrose, Henrico County.

- Serve as primary point of contact for individuals and families who are eligible to receive existing or new services, including emergency food distribution, emergency housing assistance, Medicaid/Medicare enrollments, phone calls, and assistance with navigating systems such as Jury Duty, DMV, Unemployment, Social Security, IRS, and SNAP.
- Establishes and maintains contact with community members
- Provides case management to families and individuals enrolled in all NRC programs, serving as the employment and income supports coach.



Data Intake and Management:

- Assists with the assessment of community needs, which informs all programmatic work
- Makes appointments and tracks participation rates,
- Conducts community outreach, including surveys
- Compiles and maintains data, including presentations that demonstrate program engagement
- Generates reports for participant engagement across all NRC program areas, as well as reports for referrals to community partners.

Outreach:

- Maintain current knowledge of and working relationships with community partners and social services providers. Attend interagency meetings as required.
- Participate in planning discussions and meetings to assist in developing tactical plans to support outreach and enrollment goals.
- Participate in outreach and community events
- Facilitate community meetings to provide education, support and access to community resources, and when appropriate, utilize a team approach to address participant barriers and increase support systems.
- Work with community resources, collaboration partners and stakeholders to identify gaps in services and seek to eliminate the same.

Other Duties:

- Participate in VITA Tax Preparation annually, at least as a backup site coordinator, certified as a Basic Tax Preparer

EXPERIENCE:

College education is not required, but is preferred.

- Familiarity of resource barriers facing the Greater Fulton neighborhood and Montrose, including but not limited to lack of access to basic resources (food, clothing, etc.), decades of governmental divestment, and the impact of poverty on emotional health and well being
- Ability to research appropriate community resources available for individuals and families
- Understand family and cultural values for different ethnic groups
- Effectively conduct culturally appropriate group and individual meetings and interviews
- Work collaboratively with colleagues and community members
- Background engaging in communities dealing with the impacts of trauma
- Experience in case management, providing direct services to program participants
- Willing to work flexible hours, as necessary, including some evenings and Saturdays



- Must possess proficient skills in Microsoft Office: Word, Excel, Outlook, and PowerPoint and Google Suite, and an aptitude for learning new technology and systems
- Experience working with adults and youth in a trauma-informed way
- Must be able to balance working independently and being a team player
- Ability to prioritize and navigate workload in response to organizational needs
- Evening work schedule is required with occasional weekends based on program needs

WHAT WE OFFER:

The salaried pay range for this full-time exempt, grant-funded position is \$38,500. This position is also eligible for medical/vision/dental insurance, paid time off, professional development, and a fun and flexible work environment.

Neighborhood Resource Center is an equal opportunity employer committed to diversity and equity in the workplace. We strongly encourage those who reflect the communities we serve to apply, including individuals with disabilities and/or people of color.

TO APPLY:

Take some time to familiarize yourself with our organization, what we do, and what we believe in. Then, if this seems like a community you'd like to be a part of, please email your resume with salary requirements to jobs@nrccafe.org. Posting will remain open until filled.