

Program and Resource Specialist



We are looking for a Program and Resource Specialist to join our team at the Neighborhood Resource Center.

Location: Richmond, Virginia

Job Type: Full time

Application Deadline: Applications will be accepted until second round interviews are scheduled.

About the job

We are seeking an experienced and compassionate Program and Resource Specialist to join our team. The ideal candidate will be responsible for resource coordination and reallocation, employment and income support coaching, data intake and management, and owning our outreach plan. As a Program and Resource Specialist at The Neighborhood Resource Center, you will play a key role in ensuring that our members are able to reach their dreams through financial asset-building. This is an in-person position with some local area travel in an area with inadequate public transit, so regular use of a motor vehicle for transportation is required.

About the organization

The Neighborhood Resource Center is a 501(c)3 non-profit educational, cultural and nutrition center in Richmond, Virginia's east end. We pride ourselves on our mission to build relationships, share resources, and develop skills to enhance lives in Greater Fulton and East Henrico County. Our success is driven by our ability to listen to community needs and our talented and dedicated team of professionals who work together to achieve our goals.

Role and responsibilities

The role's primary focus will be to connect our neighbors to our programs and ensure that they have the resources and support that they need to reach their dreams. The Program and Resource Specialist will serve as an employment and income support coach, providing one-to-one coaching to help our members achieve their goals. They will develop our receptionist apprentices, ensuring that the apprentices are able to successfully graduate from our program and find long-term job placements. Program staff currently includes one full time program director and this posting is to fill a vacancy, but as the program grows more staff will be added. This role owns our outreach plan which includes community canvassing, focused on increasing community engagement in our programs. From February to April, they serve in the roles of greeter/screener and basic preparer for our IRS Volunteer Income Tax Assistance Program (VITA). Training is provided for the VITA roles.

On a typical week

A typical week for the Program and Resource Specialist involves meeting with members of the WORKS program for one-to-one coaching sessions, leading a workshop, meeting with the rest of the WORKS team to talk through outcomes data and discuss individual member coaching progress, and a one-to-one check-in with their director. As a small team, we collaborate across program areas and the Program and Resource Specialist would participate in at least once a month staff meetings. Lunch breaks are encouraged. The Program and Resource Specialist would use Salesforce on a daily basis to enter information and to generate reports. They would also use Google Workspace, including Docs, Sheets, Chat, and Google Meet on an almost daily basis.

About you

You have direct experience in employment and income support topics. You have intermediate level skills with Google Workspace or Microsoft Office Suite. You have utilized these tools to create documents, track data, and to create and deliver presentations.

You believe in our mission and the communities we serve. You listen closely for the need underneath the complaint or concern, and work collaboratively to devise solutions. You spot barriers and have a superpower for making services or programs easier to access and more relevant. You welcome feedback from colleagues and the people you support, and you work to integrate new ideas. When you have feedback or information for others, you aim to be clear and helpful. Because of all this, you build authentic relationships with others (internally and externally) based on mutual trust and respect, especially and including when there are lines of difference (across race, ethnicity, status, sexual orientation, ability, or gender identity) involved. You are driven to improve conditions and proactively learn in the areas of race, equity, and identity. You are an excellent communicator and utilize clear, precise, compassionate communication. You have given presentations to audiences of 20 people or more.

You are highly organized and detail-oriented. You enjoy building or maintaining systems that help you—and others—stay organized. You can manage a high volume of work because you always plan ahead, troubleshoot, and keep track of details. You catch and fix errors (because nobody is perfect, including you) and turn mistakes into learning opportunities. You have a history of achievement and producing results. Because of this, you have a track record of leaving things in better shape than you found them.

We offer

\$45,500 annual salary

100% employer premium paid health insurance, including dental, medical, and vision. Two weeks of PTO available each year, 10 paid holidays, and additional paid staff wellness days offered throughout the year. Employer-paid professional development opportunities are available annually.

How to apply

We'd love to hear from you if you're a collaborative and proactive Program and Resource Specialist looking to contribute to our organization's success. **Please email your resume to jobs@nrccafe.org** detailing your qualifications and how you can contribute to our team's success.

About the application process

We are eager to fill this position with the right candidate quickly. Resumes are reviewed as they are received and first round interviews are scheduled. First round interviews are held via Google Meet with video cameras active. Second round interviews will be in-person at the Neighborhood Resource Center. Any questions? Ask Breanne Armbrust, Executive Director, jobs@nrccafe.org, 804-864-5797.

The 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.