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## **POSITION ANNOUNCEMENT: COMMUNITY RESOURCE COORDINATOR**

Amanecer Counseling and Resource Center is a Community-Based Behavioral Health Agency in Wilmington. We provide a continuum of trauma-informed care to a diverse population of individuals and families, including people who have been victims of crime. Since 2003, we have built a reputation as a trusted, compassionate, trauma-informed, culturally responsive behavioral healthcare provider in our region, and have built strong, trusting relationships with other community agencies in our region.

We are seeking candidates for a full-time position that will help clients access resources for housing, food, primary health, employment, and other fundamental human needs. The Community Resource Coordinator will develop individualized goals and plans that address needs and build on strengths of the client and family systems with whom they are working. They will consult and collaborate with community partners to provide clients with information, service referrals, crisis alleviation, and reinforcement of sustained resilience.

### **POSITION DESCRIPTION: COMMUNITY RESOURCE COORDINATOR**

**Status:** Full Time, Exempt

**Reports to:** Deputy Director

**Teams:** Program, Client Resource Navigation

#### **Qualifications**

- Bachelor's degree and/or three years of Human Services experience
- Bilingual (verbal and written) in Spanish and English
- Demonstrated judgment and discretion in dealing with confidential matters
- Experience and proficiency with Microsoft Office Applications, with expectation to learn to use Amanecer's Electronic Health Record (EHR) system
- Ability to work well in a team and independently
- Ability to maintain flexibility when unexpected changes occur
- Ability to organize and prioritize work, be proactive, take initiative, follow through, and follow up with clients and external partners; simultaneously managing multiple priorities to ensure goals are met in a timely manner
- Motivation and experience working with a culturally and ethnically diverse population of adults, children, and families who have experienced trauma and behavioral health challenges
- Ability to respond appropriately and respectfully to people experiencing distress
- Experience with community networking and organizing
- Willingness to learn new skills and take on new responsibilities.

#### **Responsibilities include, but are not limited to:**

- Provide intensive case management services to survivors of crime who have been affected by child abuse, domestic violence, community violence, and other crimes. Services include:
  - Conduct screening and assessment of community resource needs



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- In partnership with clients, identify goals and plan based on individual strengths and needs
- For clients in crisis, assess safety and develop safety plan
- Provide interventions, including advocacy, referral, and navigation with community resources related to housing, employment, financial assistance and other needed services
- Coordinate with community systems to facilitate linkage, referral, crisis management, advocacy, and follow up with the focus on attaining treatment goals
- As a member of the Resource Navigation Team, coordinate events to provide education and resources to members of the community
- Enter documentation of case activity in client record in a timely fashion
- Distribute and maintain a record of client satisfaction surveys
- Track data which reflects an account of clients served and the number and types of activities performed in order to provide services
- Prepare a variety of reports, including monthly reports to supervisor
- Participate in interdisciplinary program team meetings, staff meetings, and routine communication centered on response to client needs and resource sharing
- Develop and maintain strong relationships with partner agencies addressing issues affecting Latinos/Latinas in the local community especially issues related to Domestic Violence
- Conduct outreach and maintain strong relationships with community partners to promote access to Amanecer's services. Outreach will include meetings with representative from other agencies and participation in community events.
- Maintain a high level of ethical conduct regarding confidentiality, dual-relationships, and professional stature
- Participate in continuing education activities, strengthening knowledge and reinforcing best practices in area(s) of expertise

## Requirements

- Background Check

## Schedule

- 40 hours / week
- Flexibility outside of 9-5 Monday through Friday Needed

## Salary

- TBD based on qualifications

## Benefits

- Health Reimbursement Arrangement (HRA) for medical expenses (including spouse's health insurance premium, co-payments for office visits, prescriptions, vision, or dental costs).



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- Annual Personal Time
- 14 Paid Holidays per year
- Worker's Compensation
- A minimum of \$600 per year for Professional Development

If you are interested in joining our team, please complete an application (available at this link: <https://forms.office.com/r/tCkLqiuDaK>) and forward a letter of interest and resume to [kathleen@amanecerde.org](mailto:kathleen@amanecerde.org).

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