



OUR CENTER

Paving the Road to Self Sufficiency

Job Title:	Resource Specialist (Bi-lingual)	Reports To:	Assistant Program Director
Location:	OUR Center, 220 Collyer Street Longmont, CO 80501	Travel Required:	Driving Required
		Position Type:	Full-time Non-exempt 40 hours per week

Position Summary: This role is responsible for meeting with individuals and families in crises, assessing their needs and strengths, developing a services plan in partnership with the individual or family and facilitate the necessary coordination to achieve identified goals.

Responsibilities/Accountabilities

The following is to be performed while adhering to OUR Center operational policies, procedures and safety rules.

- Meet with participants on a regular basis to coordinate service plans and provide the necessary support to promote successfully achievement of identified goals.
- Connect individuals / families to community resources that support the achievement of participant's identified goals.
- Evaluate and provide direct financial assistance (rent, utilities, or other areas of need) to participants as approved by the Resource Specialist team and Assistant Program Director.
- Assist participants with determining eligibility for public benefits and accessing applicable benefits and services.
- Screens and provides appropriate referral and warm handoff to housing programs such as the Inn Between, Boulder County Housing and Human Services, Housing Stabilization Program and Home Steady, etc.
- Identify and report unmet needs. Distribute assistance to participants according to OUR Center policies and Resource Specialist manual.
- Timely and accurately enter required intake, eligibility data, and services provided into case management database (BCC)
- Attend required or assigned internal and external meetings.
- Work closely with various community partners including the SVVSD and Boulder County Housing and Human Services.
- Maintain a working knowledge of and positive relationship with the broader community.
- Participate in ongoing professional development.
- Other duties as assigned.

Minimum Education Requirements and Qualifications:

- Commitment to the mission, vision and values of the OUR Center
- Bachelor's degree in social work, psychology, human development or equivalent related human services experience.
- Bilingual (English and Spanish)
- A minimum of 2 years of related experience in the human services profession.
- Strong interpersonal skills and the ability to build positive trusting relationships with individuals who may not share the same value system or behavioral norms.
- Ability to support challenging participants and effective de-escalate difficult situations.
- Experience working as a collaborative member in a team environment.
- Exceptional attention-to-detail with the ability to meet aggressive deadlines
- Skilled in organizing and prioritizing competing time demands
- Excellent written and verbal communication skills with ability to effectively communicate and partner with all levels of the organization
- Expertise working in MS Office (Word, Excel, PowerPoint) and managing multiple calendars within Office 365
- Ability to adapt in a constantly evolving environment

- Self-motivated with a strong sense of ownership in areas of responsibility
- Understanding of the importance of confidentiality and discretion
- Excellent computer skills and proficient in Excel, Word, and Office 360
- Valid Driver's license and safe driving record.
- Must be reliable, punctual and flexible

Physical Demands:

- While performing the duties of this job, the employee is regularly required to, stand, sit, talk, listen, and use hands and fingers to operate a computer keyboard, telephone and other office equipment
- Specific vision abilities required by this job include close vision requirements due to computer work
- Light to moderate lifting is required

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. Leadership reserves the right to assign or reassign duties and responsibilities to this position at any time as needed by the organization. This job description does not constitute an employment agreement between the OUR Center and the employee. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

The OUR Center offers a competitive benefit package to its full-time employees

Reviewed By:	Marc A Cowell, Executive Director	Date:	1-14-2020 (updated)
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