**Job Description**

**Job Title: Bilingual (Spanish) Resource Specialist**

**FLSA: Non-Exempt**

**Department: Family Services**

**Summary:** The Resource Specialist will provide general case management for our clients by determining and coordinating integrated services for participants coming to CEC through our Welcome Center, internal or external referrals, or via phone and email contact. The Resource Specialist, in collaboration with the participants, will develop a success plan which will emphasize the goals the participant perceives to be important for their stability while maintaining program requirements and generating progress in the participant’s goals. The Resource Specialist will coordinate services and make appropriate referrals to internal or community agencies in order to help the participant receive all the services for which they are eligible, moving them toward stability. Bilingual in Spanish preferred.

**Essential Duties and Responsibilities:**

* Resource & Referral Services
  + Provide resource and referral services to internal program clients, Welcome Center participants, and partner agency referrals
  + Respond to general inquiries for assistance
  + Provide short term general case management as needed
  + Assistance in obtaining services that removes barriers to goal attainment
* Welcome Center coordination
  + Schedule volunteers and interns to perform pantry intakes
  + Perform intakes in Welcome Center, as needed
  + Train new Welcome Center volunteers and interns

1. Provide benefits application assistance
   * Assist program participants in applying for and obtaining benefits
2. Back up Pantry Manager
   * Fill in for Pantry Manager as needed

**Other Duties and Responsibilities:**

1. Compile monthly data reports and ensure daily tracking of measures
2. Communicate information as needed with volunteers and interns
3. Maintain accurate and organized filing system
4. Adheres to all CEC policies, procedures and standard of conduct
5. Adheres to all grant and funding requirements
6. Adheres to confidentiality standards
7. Demonstrates a devotion to CEC mission of Changing lives by restoring hope and sharing God’s love
8. Completes training in the coaching model and actively utilizes it when working with participants
9. Provides integrated services to participants
10. Perform crisis intervention as needed
11. Ensure the documentation of all services in the agency database.
12. Maintain files and data in compliance with agency and grant guidelines
13. Research and actively pursue resources for participants
14. Participate in trainings for data bases, etc.
15. Attend staff meetings, team meetings and other pertinent meetings
16. Participate in agency client and/or fundraising events which usually occur on weekends or evenings
17. Complete other duties as assigned by supervisor

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education/Experience:**

Minimum bachelor’s degree in Social Work or a related field. Experience working with low-income individuals preferred.

**Language Ability:**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**Math Ability:**

Ability to add and subtract two digit numbers and to multiply and divide with 10’s and 100’s. Ability to perform these operations using units of American money and weight measurement, volume and distance.

**Reasoning Ability:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills:**

To perform this job successfully, an individual should have knowledge of Microsoft Office 365; database software, email and internet.

**Supervisory Responsibilities:**

Volunteers in Welcome Center

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outdoor weather conditions. The noise level in the work environment is usually moderate.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 50 pounds. While performing the duties of this job, the employee is frequently required to stand; walk; sit; reach with hands and arms and talk or hear.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.