

**Job Information**

**Organization:** Women's Resource Center in Alamance County

**Job Title:** Client Resource Counselor and Program Coordinator

**Exempt/Non-Exempt Status:** Non-Exempt

**Location:** 411 West Fifth Street, Suite B, Burlington, NC 27215

**Date:** October 20, 2021

**Work Context:** Reports to the Executive Director.

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**Job Description:**

The Client Resource Counselor and Program Coordinator is a Full-time, non-exempt hourly position and a pivotal role within the organization. This position works as part of a 3-person team and is the primary contact for the clients, providing resource counseling, education and support through the Success ToolKit Program. As the main program coordinator, responsibilities include individual client resource appointments, managing/facilitating workshops and creating procedures for volunteers and staff. In addition, the Client Resource Counselor and Program Coordinator is responsible for collecting results and reporting on the progress of each implemented client program. As such, a strong candidate will be professional, articulate, and highly organized with all tasks.

**Tasks, Duties & Responsibilities**

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**Success Toolkit Program: Direct Client Service (70% of time)**

- Screen clients upon arrival; provide referrals where needed.
- Process client intake; Analyze needs for Success Toolkit program.
- Utilize a mentoring approach in the Success Toolkit program to assist clients in goal setting.
- Schedule follow-up meetings according to the client's coaching plan.
- Update client files after meetings.
- Make follow-up calls to clients who miss meetings.
- Represent clients and the WRCAC in various capacities.
- Report on team activity to the Executive Director through phone logs and spreadsheet.
- Provide client service on-site and at times through other community agencies.
- Foster relationships with the community partners.

**Success Toolkit Program: Coordination (25% of time)**

- Coordinate with the Executive Director and Intern to develop consistent procedures for the Success Toolkit Program.
- Coordinate & Facilitate the Women Connecting Women Program Series and the Working Smart Program Series.
- Create material for the workshops with outreach coordinator (i.e., flyers, handouts, etc.).
- Responsible for recorded measurement of client outcomes aligning with their goals.
- Evaluate and update program procedures and outcome measures.

### **Other Duties as Assigned (5% of time)**

- Help coordinate at fundraisers when needed.
- Open office each day to provide a friendly, welcoming atmosphere ready for walk-in clients and phone calls.
- Train student interns and volunteers as needed.
- Source client success stories for social media and to the Executive Director.

### **Knowledge, Skills, Abilities & Other Characteristics**

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#### **Knowledge**

- **Administration and Management:** Knowledge of our business and management principles involved in strategic planning, resource allocation, leadership technique, and coordination of people and resources
- **Client Service and Relations:** Knowledge of principles and processes for providing customer and personal services. This includes client needs assessment, meeting quality standards for services, trauma-informed care, and evaluation of client satisfaction
- **Event Planning:** Knowledge of Educational Workshop Planning methods including coordination and execution.
- **Communications and Media:** Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.
- **Clerical:** Knowledge of administrative and clerical procedures, systems such as word processing, managing files and records, and other office procedures and equipment.
- **English Language:** Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Geographic:** Knowledge and understanding of Alamance county's demographics and values.

#### **Skills**

- **Speaking:** Excellence in verbal communication in both face to face and via phone to convey information effectively.
- **Writing:** Communicating effectively in writing as appropriate for the needs of the audience.
- **Reading Comprehension:** Understanding written sentences and paragraphs in work related documents.
- **Active Listening:** Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Judgment and Decision Making:** Considering the relative costs and benefits of potential actions to choose the most appropriate one
- **Management of Personnel and Material Resources:** Motivating, developing, and directing people as they work and acquiring necessary equipment, materials, and resources necessary to do the work
- **Technical Skills:** Technically savvy, demonstrated proficiency in all aspects of MS Office, Social Media, Database management.

- **Flexibility:** Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Service Orientation:** Actively looking for ways to help people
- **Critical Thinking:** Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- **Professionally Oriented:** Professional demeanor and dress. Highly organized and attentive to detail.

### Abilities

- **Oral and Written Comprehension:** The ability to read, listen to, and understand information and ideas
- **Oral and Written Expression:** The ability to communicate information and ideas to agents and customers
- **Speech Clarity:** The ability to speak clearly so others can understand you
- **Problem Sensitivity:** The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem
- **Multitask:** The ability to perform and coordinate a wide range of activities and stay on task
- **Empathetic:** The ability to understand and share the feelings of clients

### Other Characteristics

- **Eligibility:** Must have a Bachelor's degree and 2-4 years of experience in the field of Human Services in a similar position
- **Bilingual Proficiency:** Preferred competency in a foreign language
- **Transportation:** Must have a valid driver's license and reliable vehicle.
- **Professionalism:** Performing workplace tasks in professional dress and demeanor with a high standard for achievement.

### Work Context:

The Client Resource Counselor and Program Coordinator is a Full-time position providing direct service to our clients individually and in workshop settings in-person and via Zoom. This position prepares materials for the workshops as well as reporting on program results. Our client hours of operation are Monday-Thursday, 9:00 am to 4:00 pm, however, this position works 35 hours per week. You will be required to work during some evening and weekends. As such, a strong candidate will be professional, articulate, and highly organized with all tasks.