POSITION SPECIFICATION

POSITION TITLE: **Neighborhood Center Director**
POSITION CLASSIFICATION: **Non-exempt, Monday - Friday, 25 hrs/wk**
SALARY RANGE: **$15.00 – $18.00 per hour**

QUALIFICATIONS:
Prefer Bachelors Degree in Liberal Arts or related human service area or AAS degree or Family Development Credential and two years of relevant work experience. (Relevant work experience would include working with volunteers, community groups, community organizing, and working in Community Action Programs.) Experience in grantsmanship desirable.

POSITION SUMMARY:
Under the supervision of the Executive Director and the Neighborhood Center supervisor, maintain the Neighborhood Center in the local community and work with families in the area of Family Development. Develop relationships and utilize community resources. **Not eligible for remote work due to the nature of the position.**

CRITICAL ELEMENTS:
1. Ability to perform responsible administrative and front-line work involving implementation, coordination, monitoring, planning, and analysis of programs involved in dealing with local communities.
2. Performance of administrative duties requiring initiative, discretion, and judgment.
3. Ability to communicate effectively and establish effective working relationships with others.
4. Knowledge of the local community.
5. Treat customers with respect and maintain confidentiality.

DUTIES:
1. Operate the food pantry:
    a. Conduct client intake with respect to confidentiality and sensitivity to the nature of hunger and poverty.
    b. Assist families and individuals with the selection and evaluation of their food packages, understanding the need for adjustments based on medical, religious, and familial preferences.
    c. Keep pantry in accordance with health and safety standards.
    d. Maintain pantry and food packages in accordance with Food Bank Pantry Best Practices.
    e. Keep up to date with training and necessary information pertaining to emergency food services and food insecurity issues.
    f. Responsible for ordering and securing the delivery of food.
    g. Maintain records of customer intake.
    h. Report on monthly service numbers.
    i. Secure/leverage multiple streams of food funding.
    j. Organize Food Pantry donations/purchases which include lifting boxes of food including can goods.

1. Case Management:
    a. Provide specific guidance to those we serve, empowering them with a plan of action to achieve goals they value, following the Family Development model.

b. Retain and maintain proper case management files, inclusive of case notes and supporting documentation.
c. Facilitate customer outcomes in accordance with CDP and CSBG Workplan.
d. Maintain working knowledge of community needs and resources.
e. Provide referrals and information on services.

2. Fund Distribution and Financial Management:
    a. Distribute funds in accordance with their specific guidelines and agency protocol.
    b. Maintain records of fund distribution.
    c. Work with the CDP finance department to ensure proper universally accepted accounting principles are applied to all aspects of center fund management.
    d. Report financial records monthly to the finance department.
    e. Assist in the development of a meaningful program budget.

3. Agency and Community Relations:
    a. work with the agency departments to make internal referrals and bundle services to maximize customer outcomes.
    b. work with the general public by answering questions and/or complaints, obliging speaking requests, and generally advocating for those CDP serves.
    c. recruit and supervise volunteers.
    d. partner with other service providers, organizations, and municipalities to maximize customer outcomes and mobilize resources.
    e. provide or host workshops pertaining to the need of our customers.

4. Center Management:
    a. maintain a safe environment for the public, volunteers, and staff-reporting potential hazards to the proper authority and maintaining records of incident reports.
    b. ensure that all day-to-day operational needs are met.
    c. maintain the environment of customer confidentiality.
    d. maintain proper records of correspondence.
    e. recognize and embrace Community Action's philosophy of Results Oriented Management and Accountability in relation to Neighborhood Center programming and reporting.

This job description is not intended to be all-inclusive. The employee will perform other reasonably related business duties as assigned by the Executive Director.

This organization reserves the right to revise or change job duties or responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.

_____ _____

Employee Signature Date

_____

Print Name

Revised: February 23, 2023
Board of Directors Approval: March 15, 2023