

 **JOB DESCRIPTION**

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

**RESOURCE CENTER MANAGER**

**Department: Resource Center**

**FLSA Status:**  **Exempt**

**JOB SUMMARY**

The Resource Center Manager is responsible for managing the day-to-day program operations of one of PSF’s Resource Center locations. This is a highly responsible management position that oversees the coordination and provision of services designed to reduce the risk of child abuse and neglect through the maximization of resources for families and individuals within select communities. This position requires a high level of local community engagement and service coordination; hence, the Resource Center Manager must possess a working knowledge of and have experience working with a variety of local resources and supports. The Resource Center Manager reports to the Director of Resource Centers.

**ESSENTIAL JOB FUNCTIONS**

* Conducts community outreach by actively seeking and engaging community agencies, businesses, and individuals that will contribute to meeting the needs of the local community and Resource Center patrons.
* Continuously develops and maintains productive, working relationships with the Resource Centers’ collaborating partners; balancing partner needs with the best interests of the Resource Center and community.
* Manages quality provision of on-site and referral-based services and supports in cooperation with partner agencies through development and monitoring of Memorandums of Understanding or Service Provision Agreements and communication with partner agencies, as needed.
* Develops new and expand/improve existing Resource Center programming, including special events, which are thoughtfully designed to meet the current needs of the community and uses a strengths-based framework.
* Seeks appropriate funding opportunities and partnerships (i.e., grants, monetary, non-monetary and in-kind donations) to support Resource Center operations and programming; to be conducted with input from the Director of Resource Centers, Chief of Clinical and Community Services, and PSF’s Development and Engagement department.
* Provides support and guidance for staff regarding their role with community relations, outreach, and program development activities.
* Provides oversight for face-to-face consultations with patrons, ensuring all interactions are non-judgmental, trauma-informed and occur in an encouraging environment designed to appropriately link patrons to crisis intervention services, Resource Center activities and/or community services; personally conducts face-to-face consultations, as needed.
* Fosters relationships between family members, staff, volunteers, partners, community members, the education system, and other relevant entities.
* Ensures all Resource Center activities are completed in accordance with PSF policies and regulatory/COA standards; participates in the updating and establishment of Resource Center policies and procedures, as needed.
* Manages conflicts and deals appropriately in difficult situations with patrons, staff/volunteers, service providers, community partners, supervisors, and/or peers.
* Provides direct supervision and support for staff and/or volunteer/interns; meets and coaches these individuals, as required, and in compliance with PSF policy.
* Conducts activities related to the recruitment, retention, and direct supervision of volunteer/interns; including, but not limited to: outreach efforts, interviewing and screening, on-going training, scheduling, tracking hours and completing external documentation, as required.
* Works with PSF’s Director of Development and Engagement to coordinate public relations for the Center, including all written publications (e.g., event flyers, rack cards, promotional items) and appropriate notification of all requests for coverage by local news media outlets.
* Ensures accurate documentation of patron demographic information and service needs, using the identified forms, the data management system and/or otherwise approved tracking system, within required timeframes.
* Collects, monitors, and reports on key data indicators regarding the environment and utilization of services, including trends and potential resource gaps, to ensure a flexible, responsive, and culturally relevant service delivery system, designed to achieve targeted outcomes.
* Assists with managing Resource Center budget and ensures compliance with grant and/or other funding requirements.
* Manages supplies and facility-related issues.
* Displays understanding of, and sensitivity to, service population’s cultural and socioeconomic characteristics.
* Performs other related job duties as assigned.

*The position may involve acquiring, accessing, using, and safeguarding Protected Health Information according to applicable law and agency Policies and Procedures for Protected Health Information.*

**QUALIFICATIONS**

**Education and Experience:**

Bachelor’s Degree in Counseling, Social Work, Public/Business Administration, or related field or equivalent; Master’s degree in the like preferred; and three (3) years of relevant experience in child welfare, mental health, project management and/or community collaboration, to include one (1) year in a supervisory capacity; or an equivalent combination of education and experience.

**Special Qualifications:**

Possession of a valid, State of Florida driver’s license to operate the motor vehicle operated. Requirement exists at the time of hire and as a condition of continued employment.

**Knowledge, Skills and Abilities:**

* Knowledge of area social service resources and ability to develop collaborative relationships, as needed and appropriate.
* Knowledge of best practices in child welfare/child abuse prevention programs.
* Knowledge of budget preparation, grant writing, and fundraising.
* Knowledge of the service population’s cultural and socioeconomic characteristics.
* Knowledge of Department operations, policies, and procedures.
* Knowledge of modern office standards, policies, and procedures.
* Skill in management and supervision.
* Skill in organization and time-management.
* Skill in the use of computers and software applications related to the essential functions of the job.
* Skill in effective communication, both orally and in writing.
* Skill in the use of various types of office equipment (e.g., copier, fax, multi-line telephone system).
* Strong analytical and problem-solving skills.
* Ability to maintain strict confidentiality, including the ability to recognize situations in which confidentiality is required.
* Ability to relate well and maintain effective working relationships with staff, children, parents, community members and other agencies.
* Ability to work effectively in a team environment; while at the same time, ability to make appropriate, professional decisions independently, seeking direction, as needed.
* Ability to make public presentations and represent the agency in various settings.
* Ability to work in a multi-task environment.
* Ability to lead and model diversity.
* Ability to maintain a positive and reliable attitude concerning all aspects of working in a challenging environment, including significant patience and respect for children and families who can become quite demanding.
* Ability to be sensitive to cultural needs and willingness to serve as a positive member of a working team.
* Ability to be proactive, decisive, and employ crisis intervention principles appropriately.

**PHYSICAL DEMANDS**

The work is light work which requires exerting up to 20 pounds of force occasionally or

 up to 10 pounds of force frequently, or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

* Sitting/Standing: Particularly for sustained periods of time.
* Manipulating: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
* Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.
* Kneeling: Bending legs at knee to come to a rest on knee or knees.
* Stooping: Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
* Reaching: Extending hand(s) and arm(s) in any direction.

**WORK ENVIRONMENT**

Work is performed primarily in a safe and secure office environment. This position will require frequent weekly travel.

**AAP/EEO STATEMENT**

Partnership for Strong Families is an Equal Opportunity/Affirmative Action/ Drug Free Workplace and does not tolerate discrimination or violence in the workplace.  Applicants requiring a reasonable accommodation as defined by the Americans with Disabilities Act, must notify the Human Resource Department at 1-352-244-1527.  Notification to the Human Resource office must be made in advance to allow sufficient time to provide the accommodation.

**DRUG-FREE WORKPLACE**

Partnership for Strong Families maintains and enforces a Drug-Free Workplace program.  New employees are required to be drug tested prior to employment.  In appropriate circumstances, current employees may also be required to submit to drug and/or alcohol testing.  Information on the Drug-Free Workplace Policy is contained in the Employee Handbook and set forth in the Drug-Free Workplace Policy, both of which are available through the organization’s inter/intranet.

**Signature Block:**

By signing below, I agree and understand that I must satisfactorily perform each responsibility set forth to continue my employment with PSF.

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Employee Name (Print) Supervisor’s Name (Print)

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Employee Signature Supervisor’s Signature

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Date Date