

## HIDALGO COUNTY PARKS

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JOB TITLE: Community Resource Center Coordinator

FLSA STATUS: EXEMPT <sup>NON</sup>

DEPARTMENT: 122

CIVIL SERVICE STATUS: EXEMPT <sup>NON</sup>

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### SUMMARY

Oversees all operations of the Community Resource Center (CRC), including scheduling service provider occupancy and usage, acting as liaison with other agencies, maintaining and promoting the CRC and its activities.

### QUALIFICATION REQUIREMENTS

The CRC Coordinator is given the necessary authority and support to assure the Center provides/maintains the availability of services and public outreach at the level it was intended to achieve. As such, the Coordinator must provide the leadership and catalyst needed to avail the citizens of the community of the services obtainable through the CRC and sustain maximum usage and occupancy of the Center through recruitment of temporary and permanent occupants that provide services such as health, educational, and social services to the public.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Orientate/ train staff, volunteers, and job trainees in protocol for:
  1. Answering telephones
  2. Message deliveries
  3. Scheduling activities
  4. Helping service providers promote and implement community programs
  5. Interacting with visitors, service provider staff, fellow staff members, etc.
- Serve as liaison between community residents, service providers, elected officials, CRC Resident Advisory Committee, and Texas A&M University-Center for Housing and Urban Development.
- Interact with citizens in determining their needs, resolving obstacles and conflicts, and soliciting needed services to enhance their quality of life.
- Maintain documented records and files of service agencies using the CRC, services and promotions made available through the CRC, and number of people served through the Center. Data compiled will provide detail for tracking and gauging usage of available facilities at the Center.
- Compile and submit formal reports to the Administrative Assistant at the Center for Housing and Urban Development for review by the Dean of the College of Architecture at Texas A&M University.
- Develop and maintain effective, perpetual public relations and promotional programs in collaboration with the Program Coordinator. Maintain public awareness of Center activities and services through the public media, i.e. radio, TV, newspaper, and through interaction with service provider entities and area service clubs.

- Host and moderate a needs assessment focus group made up of members of the CRC Resident Advisory Committee, service providers, city and county officials, and the general public on an annual or as needed basis. Submit the findings of the focus group to the Program Coordinator.
- Plan, organize, and hold monthly meetings between health/social services providers and resident leaders to address topics and subject matter appropriate for these groups.
- Evaluate on a schedule basis the effectiveness of provider services and modify focus quarterly or as deemed necessary.
- Develops and maintain an informational document the effectively communicates to residents the availability of health, education and social services programs that can be provided at the Center upon citizen request.

### **EDUCATION and/or EXPERIENCE**

Some college hours and/or combination of college and experience as follows:

- Experience in social services, community involvement, service development, and/or building community capacity and experience in working partnerships.
- Good organizational skills.
- Fluent in English and Spanish.
- Effective communicator written and oral, including media interviews.
- Ability to make public presentations in English and Spanish.
- Valid Texas Drivers License.
- Computer capability,..WordPerfect, Excel.
- Ability to administer effective training and instruction.