



JOB DESCRIPTION: Community Resource Specialist

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| Job Title: | Community Resource Specialist | |
| Department: | Fiscal | |
| Reporting to: | Community Resource Manager | |
| Department Head: | Gail Scotton | |
| Level: Individual Contributor | Type of position: Full Time | FLSA Status: Non-Exempt |
| Position Summary | | |
| Assist in the implementation and development of a quality community resource development system and assist department manager on various projects related to the function of Community Resource Development (CRD). | | |
| Key Responsibilities | | |
| <ul style="list-style-type: none"> ▪ Create marketing strategies and materials to advance the mission of Capitol County Children’s Collaborative (CCCC). ▪ Assist in the implementation of a system (MRN) to ensure a timely, accurate and comprehensive resource database for use by CCCC staff and the community. ▪ Assist in the implementation of communication strategies to effectively solicit support from the Mercer County community to communicate available resources ▪ Provide support by representing CCCC at community events, meetings, presentations and outreach efforts as necessary (which may require evening and weekend availability) ▪ Assist in development and monitoring of affiliation agreements and memoranda of understanding with needed services, resources and organizations throughout the community. ▪ Assist and train Care Managers in the identification of and linkage to resources in support of quality individual service planning. ▪ This position may require working nights and weekends ▪ Assist staff in the development of materials and strategies to help advance their respective functional activities in support of CCCC’s mission ▪ Periodically prepare reports on MRN utilization and user feedback ▪ Continuously find opportunities to improve the content of ease of use in MRN ▪ Assist in conducting Provider satisfaction surveys about CCCC’s services ▪ Assist front desk in identifying resources when community members call CCCC looking for support ▪ Collaborate with CRM and Fiscal Team to monitor, process and maintain log of flex funds invoices ▪ Maintain log and periodically prepare reports from PowerBI to include Provider, flex fund usage ▪ Assists CRM with the development and maintenance of service tracking | | |
| Knowledge | | |

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| <ul style="list-style-type: none"> ▪ NJ System of Care ▪ CCCC practice model – Wraparound ▪ Community resources | |
| Skills | |
| <ul style="list-style-type: none"> ▪ Strong reading, writing, and editing skills ▪ Microsoft 365 (Word, PowerPoint, Excel, Outlook, Photoshop, SharePoint) ▪ Organizational and communication skills. ▪ Computer skills including programs for graphic design, publishing and presentations. ▪ CYBER ▪ Mercerresourcenet.org (MURA) ▪ Google Analytics ▪ Social Media (Facebook, Twitter, Instagram) ▪ Community outreach efforts and presentations | |
| Competencies | |
| Self-awareness | See yourself as others see you; know your inner resources and strengths; be aware of how emotions can affect personal as well as other's job performance. |
| Teamwork | collaborate with others by contributing your strengths and expertise while leveraging others' strengths and expertise to achieve a common goal; provide information, resources, and various types of support to others to build relationships and enhance communication; provide feedback to others in order to improve processes and outcomes; listen to feedback from others and adjust behavior accordingly. |
| Communication | Clearly convey information and ideas to others through a variety of media and formats, tailor the methods and language to the audience to facilitate understanding and retention of the messages; personalize the exchange of information to develop buy-in and commitment in others. |
| Customer focus | Make families and their needs a primary focus of actions; strive to meet or exceed family expectations; develop and sustain productive internal and external customer relationships. |
| Impact and influence | Use appropriate interpersonal style and communication techniques to inspire others to accept new ideas and plans; shaping other people's opinions or point of view; modify others' behavior by altering their beliefs. |
| Driving results | Produce outputs that consistently meet standards and expectations; focus on priorities; reprioritize per changing business needs; drive excellence in execution of Wraparound; deliver on promise to families, teams and partners. |
| Change Agent/ Innovation/continuous improvement | Take initiative to improve existing work conditions and processes; identify new opportunities to challenge the status quo in support of the organization's mission; become a facilitator of change; help others adapt to new business conditions. |
| Technical (e.g., graphic arts, network/resource development) | Stay up-to-date in own profession; apply latest knowledge and best practices to the job to enhance performance of the entire organization; share new learning with team members; innovate and create processes and practices that fit the culture and business needs of the organization. |
| Personal Qualities | |
| <ul style="list-style-type: none"> ▪ Flexible and adaptable ▪ Ability to multi-tasks and work independently ▪ Work well under time constraints ▪ Excellent interpersonal skills with the ability to work with co-workers, system providers and partners, families and the public | |
| Qualifications: Education and Experience | |

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| <ul style="list-style-type: none"> ▪ Bachelor's degree ▪ Experience in marketing, communications, public relations, community education and development, or similar activities | | | |
| Other Qualifications (certification, licensure, etc.) | | | |
| <ul style="list-style-type: none"> ▪ Valid NJ Driver's License | | | |
| Specific Demands and Work Environment | | | |
| <ul style="list-style-type: none"> ▪ While performing the duties of this job, the Community Resource Specialist is required to walk, sit, type, drive, make phone calls, and manage email ▪ Pre-employment background check and regular motor vehicle record check are required ▪ Daily work hours may vary depending on the needs of the Department and community events. In addition, must be able to work a flexible schedule to accommodate community presentations and events as a representative of CCCC. ▪ Occasional light lifting may be required. | | | |
| Approved By: | Deborah Megaro | Last Update: | 10/17/2022 |

*Note: Job duties described herein are not all inclusive. Job description may be changed at any time.

ACKNOWLEDGMENT:

I have read and acknowledge receipt of this job description and agree to have the ability to perform the responsibilities as described above. I understand this job description is intended to describe the general nature and level of work performed by persons assigned to this classification. It is not intended to be an exhaustive list of responsibilities, duties, and skills required of employees who hold this position. I further acknowledge my understanding that reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. It is the employee's responsibility to inform his/her manager or human resources of the need for a reasonable accommodation.

Employee (Print)

Supervisor (Print)

Employee Signature

Supervisor Signature

Date

Date