

Date of Last Update: 10/2023

Job Title: Family Resource Center Manager

Reports to: Associate VP of Programs & Initiatives

Job Level/Status: Full-Time



Program:

The United Way of Delaware County (UWDC) Strengthening Families (SF) Initiative (www.delawarecountyfamilies.org), a collective impact innovation, is a trusting network of caring individuals and organizations; addressing prevention, intervention, and crisis in the same location. The United Way Family Resource Center within the Strengthening Families Hub provides critical resources and services for members of the Delaware County Community. We provide food, diapers, case management, referrals, and other support, helping to stabilize families and support their goals of self-sufficiency.

Position Summary:

The UWDC Family Resource Center Manager, a full-time position with competitive salary/benefit package, will support the ongoing programming of the Strengthening Families Initiative through resources and services coordination. Using Microsoft Office suite and Bonterra/Social Solutions data collection software, the UWDC Family Resource Center Manager will oversee an in-house Emergency/Crisis Food Pantry, Diaper Bank, and community services/resources navigation. Due to the fluid nature of the program and the position, other duties and tasks may be assigned as necessary.

Job Responsibilities and Duties:

- Oversees maintenance and sustainability of supportive UWDC Family Resource Center programs and crisis/emergency services.
- Connects families/clients to other community resources including but not limited to medical, mental health, chemical dependency, employment and training programs, food pantries, public assistance, childcare, transportation, housing opportunities and legal assistance.
- Provides strategic direction for county-wide programming and outreach.
- Measures measurable outcomes by entering data collected into appropriate database and provide required reports on a monthly/quarterly basis.
- Engages with donor and donation management: including but not limited to donor engagement and sustainability plans, communication of donation needs, etc.
- Attends network community strategic and collective impact meetings.
- Establishes strong relationships with different service providers and has strong working knowledge of what services they provide.
- Provides safe, healthy interactions with clients while maintaining boundaries.
- Other Program & Large Project Support: Prepare project materials, assist with agency program coordination and other programming project tasks as requested.

Core Competencies:

Acts and Thinks Strategically

Is guided in all work by UWDC's mission, vision, and strategic goals. Ensures that UWDC's plan of work and allocation of resources are aligned and deployed with UWDC's strategic direction. Provides leadership to achieve high quality, sustained results that create a consistently high performing organization.

Strong Time Management and Organizational Skills

There is a tie back to education – call back to originating in a school setting. Ability to handle multiple projects, meet deadlines, manage priorities and workflow, while maintaining a positive rapport with clients and other staff. Excellent PC Skills (MS Office) with emphasis on data entry, spreadsheet, and word-processing.

Communicates Effectively

Communicates in an open, candid and consistent manner; delivers information effectively in a variety of settings including one-on-one, team settings, and diverse group presentations or meetings. Delivers information effectively in a variety of formats including letters, memos, analytical reports, and presentations.

Exhibits Decisiveness

Exhibits the ability to take the initiative or risk required to identify problems, generate, as well as evaluate alternatives to overcome them, and reach a decision on the most effective strategy for a given solution. Prioritize tasks and communicate progress, problems and needs for additional support to the Programming Staff.

Work Style

Exhibits a patient, calm and professional demeanor to clients, donors, partners, and peers. Establishes and maintains a positive team spirit with colleagues. Values diversity, equity, and inclusion as these principles are vital to achieving the UWDC Family Resource Center mission and advancing the common good. Proactively takes initiative and is highly organized, detail-oriented, and creative.

Customer Service-Focused

Fosters radical hospitality by providing excellent customer service to participants, volunteers, and agency staff members, as well as connecting clients holistically with dignity. Has passion for making sure the community is taken care of.

Job Requirements:

Education:	Associate degree or higher and/or relevant experience.
Hours:	Currently a typical week includes 10:00am – 6pm Tuesday through Thursdays with additional regular 9am-5pm hours on Monday and Friday. Hours and days are subject to change according to programming needs.
Job Location:	Position is based in the Willis Education Center and requires the employee to work at the United Way of Delaware County Family Resource Center office, 74 W. William Street, Delaware, OH 43015.
Point of Contact:	Brande Urban, United Way of Delaware County Associate Vice President of Programs & Initiatives
How to Apply:	Please submit a resume/CV: HR@uwaydelaware.org Please place “UWDC Family Resource Center Manager” in the subject line of the email when applying.