

## Community Resources Coordinator

### Organization Description:

Austin Coming Together (ACT) is the backbone support organization for a broad network of private, public, and non-profit organizations that share a vision for a thriving Austin community. Our mission is to increase the collective impact of our member organizations on education and economic development outcomes in the Austin community of Chicago. ACT and our members have created a long-term strategy called “Thrive 2025,” a blueprint for collective impact over 10 years. Thrive 2025 outlines 4 impact areas that our members collaborate around: Quality Early Learning, Living Wage Careers, Safe Neighborhoods, and a Stable Housing Market. ACT’s role is to build shared leadership in each impact area, facilitate strategic and collaborative action to achieve common goals, develop systems of mutual accountability and support, and create opportunities to engage the community together. Our work is driven by our core values of unity, commitment, transparency, collaboration, and action.

### Initiative Description:

ACT works to achieve its Thrive 2025 goals through three strategic imperatives: Service Delivery Enhancement, Planning & Investment, and Policy. ACT operates the Austin Community Hub, a radically hospitable space where we welcome ACT member organizations and Austin residents to collaborate, connect, and get support. The Hub, as an Initiative, is a dual approach consisting of service coordination and community engagement. One of the primary goals of the Hub is to thoughtfully engage with as many Austin residents as possible and to refer them to services and opportunities in our vast network of providers coordinated to remove barriers that prevent quality of life improvement.

### Position Description:

The Community Resources Coordinator will manage a substantial portion of our direct service activities at ACT, and contribute to building awareness of the Hub throughout the Austin community. This role must reflect ACT’s [values](#), maintain a client-centered approach, and perform the work with integrity. As a central part of ACT’s service model, the CRC’s role serves multiple functions within the organization, including: 1) directly engages Austin residents and stakeholders through the Austin Community Hub; 2) facilitates our coordinated intake and referral process connecting participants to ACT service partners; 3) establishes rapport, manages communications, and collaborates with the service provider network, including but not limited to hosting information sessions, talking circles, and one-on-one counseling; 4) as needed, accompanies participants to identified supportive services within the ACT member and service provider network; 5) contributes to the overall operations of the Hub by maintaining accurate clients records, as well as participating in evaluation and reporting processes; 6) maintains up-to-date knowledge of service provider network and partner programs through regular community outreach and engagement with ACT Social Services Coordinator. Effectively fulfilling this role demands that the Community Resources Coordinator deliver clear, consistent messaging about the Austin Community Hub network and available resources while demonstrating the ability to understand and connect with a diverse range of residents and stakeholders.

## **Detailed Responsibilities**

### *Participant Services*

- Coordinate and facilitate care that is safe, timely, effective, efficient, equitable, and client-centered
- Conduct one-on-one intake assessments
- Carry a moderate caseload of participants
- Accompany participants during referrals to programs and supportive services when possible
- Assist in the coordination of educational workshops and information sessions through the Austin Community Hub for local residents
- Stay up-to-date on policy and systems-level changes that affect participants and community members

### *Data Entry and Participant Tracking*

- Complete intake paperwork and enter client notes in ACT data management systems (i.e., Salesforce, Civicore, Unite Us, New Hub Contact Form)
- Work with the Service Delivery Enhancement Manager to create monthly coordinated intake and referral reports for the internal team as well as external partners
- Coordinate, track, manage, and report on Hub activities; supporting the identification and curation of resources

### *Engagement*

- Work with Hub and member organization staff to stay up-to-date on the referral status
- Support the Hub's Engagement team to facilitate Circles and support other engagement events and activities

### *Relationship Management*

- Work with Social Services Coordinator to manage and maintain relationships with direct service staff at community organizations receiving ACT referrals through the Austin Community Hub (Service Provider Network)

### *Supervision*

- Attend bi-monthly, or as needed, supervision sessions with the Service Delivery Enhancement Manager
- Participate in quarterly, semi-annual, and/or annual performance evaluations with a supervising director
- Participate in quarterly planning sessions and other professional development activities to inform work

## **Qualifications:**

- Must have 2-3 years experience in case management, service coordination, and/or direct service delivery
- Bachelor's degree in social work, sociology, urban studies, public administration or related field and 2-3 years of relevant work experience
- Demonstrated success in coordinating complex projects with multiple functions
- Demonstrated ability and/or willingness to network as well as develop and maintain relationships with a wide network of professionals and community members
- Demonstrated ability and commitment to work collaboratively with multiple stakeholders around an issue, including CBOs, government agencies, business owners, and community residents



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- Experience working in Westside neighborhoods of Chicago, Austin community preferred
- Belief in every individual's and family's agency in determining their futures
- Comfort and experience in delivering presentations and public speaking
- Preferred knowledge of client-centered and motivational interviewing approaches to service delivery
- Strong attention to detail, a willingness and ability to use data management tools, the ability to use email marketing and social media tools, and a high level of self-motivation
- Demonstrated ability to work independently with limited supervision and as part of a team
- Strong commitment to ACT's mission, vision, and values
- Knowledge of the restorative justice framework as well as experience facilitating peace circles and integrating the framework into outcomes
- Competency with Microsoft Office Suite, Google Business Suite, and other modern technology

This is a full-time permanent position that may be eligible for a hybrid work schedule, which could include up to 2 days per week of remote work. The Community Resources Coordinator is expected to work evenings and weekends when necessary. Salary is commensurate with experience and ranges from \$50,000 to \$55,000 plus benefits. The Community Resources Coordinator reports directly to the Service Delivery Enhancement Manager.

Benefits offered include health, dental, vision, life insurance (Term and Whole), wellness program, 401K retirement plan, and paid vacation and sick leave.

Email your resume and cover letter to Dearra Williams at [dwilliams@austincomingtogether.org](mailto:dwilliams@austincomingtogether.org).

Subject line should read: Your Name + Community Resources Coordinator

No phone calls please