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**POSITION DESCRIPTION**

**POSITION TITLE:** Resource Specialist  
**REPORTS TO:**  Food Pantry Coordinator  
**SUPERVISES:** May direct and mentor volunteers, student interns, and work studies  
**FLSA STATUS:** Part time/ Non-Exempt

**POSTION PURPOSE:**

The Resource Specialist will work to oversee and assure the efficient and effective functioning of the SOS Resource Center.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Supervise Interns and volunteers; Provide ongoing support, mentoring, evaluation, supervision and impart programmatic knowledge to volunteers and student interns.
2. Maintain relationships with local universities to recruit interns for Food Pantry and Resource Center. Interview prospective student interns and complete end of semester evaluations.
3. Coordinate one-time assistance for utilities to low-risk families and individuals through the Barrier Busters and THAW systems.
4. Coordinate and provide assistance to consumers needing access to DHHS MI Bridges to apply for benefits or access information about their benefits.
5. Coordinate and provide assistance to consumers needing AAATA Fare Deal Cards.
6. Coordinate and provide assistance to consumers needing VITA tax assistance.
7. Coordinate and provide assistance during walk-in hours to consumers requesting assistance.
8. Data collection and record maintenance of clients served; assist with reporting.
9. Attend and participate in team meetings, supervision and agency meetings.
10. Attend community meetings, workshops, and seminars related to resources in the community.
11. Assist in development of additional services/resources as directed
12. Maintain updated and accurate resources for client referrals.
13. Coordinate directly with clients and community resources such as DHHS, Washtenaw County ID and other service.
14. Support food pantry coordinator in coverage, appointment scheduling and other duties as needed.
15. Perform other duties as assigned by supervisor.

**AGENCY RESPONSIBILITIES**

1. Actively support the SOS commitment to diversity in all areas and responsibilities.
2. Uphold and ensure appropriate enforcement of all agency policies and practices
3. Participate in community relations and outreach tasks as directed and required.
4. Assure that all programs and services reflect agency’s commitment to multicultural competence.
5. Attend interagency meetings as requested.
6. Assist in volunteer training as assigned.

**BASIC QUALIFICATIONS**

1. BSW with at least one year of relevant experience preferred
2. Experience and understanding of special needs of minorities, women and low-income populations
3. Experience in crisis intervention, assessment, housing assistance, case management and advocacy.
4. Knowledge of community resources, particularly Department of Health and Human Services (DHHS) benefits.
5. Ability to plan and organize the work of others.
6. Experience supervising volunteer and interns preferred
7. Ability to speak and write in a concise and effective manner
8. Ability to deal effectively with the public.
9. Ability to set up and maintain an organized work environment.
10. Ability to prioritize work assignments.
11. Ability to work in a team environment to put personal preferences aside for the good of the team and the consumers the agency serves.
12. Ability to multitask.
13. Ability to work under pressure and solve problems.
14. Proficiency in MS work, Outlook and Excel is required.
15. Ability to accurately type and perform data entry is required.
16. Maintain compliance with the Substance Free Work Place Act, the Privacy Act and Federal, State and local laws regarding professional standards of conduct.

I have ready, understand, and accept my responsibilities as articulated in the above job description. Please sign and return to the HR Director.

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Employee Signature Date

This Description is intended to indicate the kinds of duties, responsibilities and the levels of work difficulty require of this position. It shall not be construed as declaring what the specific duties and responsibilities shall be. It is not intended to limit or in any way modify the right of the supervisor to assign and direct the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of a similar kind of level of difficulty.