



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**COMMUNITY RESOURCE COORDINATOR**  
HUMAN SERVICES

Human Resources Department  
700 Town Center Drive, Suite 200  
Newport News, VA 23606  
Phone: (757) 926-1800  
Fax: (757) 926-1825

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**GENERAL STATEMENT OF RESPONSIBILITIES**

Under general supervision, this position is responsible for organizing and providing customers with community resources not available under regular Department of Human Services programs. Reports to the Family Services Supervisor.

**ESSENTIAL JOB FUNCTIONS**

Recruits, develops and coordinates community resources to include shelter, clothing, food, recreation and therapeutic needs; performs needs assessments, responds to specific request from workers for new projects or services and for emergency resources to meet ongoing customer needs. Evaluates the needs of resources within the departmental program areas and community.

Plans for the utilization of resources to include controlling serve requests to avoid overuse of service groups, private organizations and local churches; assists staff with utilizing customer's personal resources more effectively and exploring alternative.

Conducts training and presentations for staff on new resources or changes in existing resources; maintains resource information and activities; implements the City's Donations Management Program.

Develops and implements a recruitment plan to solicit volunteers and expand available community resources through public relations activities, to include conducting presentations to department staff, community groups, students and citizens. Maintains and implements effective interagency programs; manages and monitors community support and conducts re-evaluations. Conducts program evaluation to include assessing and evaluating the need for additional or new resources and services.

Serves as a liaison to local agencies, professional boards, task force groups, churches and non-profit organizations. Collaborates with other agencies to develop and coordinate resources in order to establish effective working relationships; receives and make appropriate referrals. Monitors and analyzes the effectiveness of service delivery within department; maintains a database of resource providers and services; manages the medical assistance program including financial records; prepares reports as needed.

Performs other duties as assigned.

## **PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

## **REQUIRED KNOWLEDGE**

- Human Services - Thorough knowledge of available resources to include educational, developmental, social, health and court services for youth and their families. Knowledge of programs and policies including federal, state, and local regulations related to human services. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services.
- Public Relations and Communications - General knowledge of the principles, techniques and methods of public relations, marketing and communications. Knowledge of the processes and equipment used in the design and preparation of multimedia graphics, brochures and other visual aids. Knowledge of advertising and publicity techniques. General knowledge of the proper methods and techniques of researching, preparing and disseminating public information.
- Customer Service - Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

## **REQUIRED SKILLS**

- Computer Skills - Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy. Skill in working with text, graphics, document layout and other design elements to create visually appealing and easy to read and understand publications. Skill in producing electronic presentations and other materials.
- Interpersonal Relationships - Develops and maintains cooperative and courteous relationships with employees and the public. Effectively responds to routine inquiries and disputes.

## **REQUIRED ABILITIES**

- Time Management - Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet strict deadlines.  
Communication - Excellent ability to communicate ideas and proposals effectively to diverse audiences to include preparing and conducting training, preparation of reports, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing.

## **EDUCATION AND EXPERIENCE**

Requires a Bachelor's Degree in Public Relations, Psychology, Public Administration, Social Work or a related field and 3-5 years of related experience or an equivalent combination of education and experience.

## **ADDITIONAL REQUIREMENTS**

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

## **PHYSICAL REQUIREMENTS**

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

## **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

## **ENVIRONMENTAL EXPOSURES**

Essential functions are regularly performed without exposure to adverse environmental conditions.