



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
COMMUNITY RESOURCE COORDINATOR
(PREVENTION SELF-SUFFICIENCY SERVICES)

HUMAN SERVICES HUMAN SERVICES Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
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GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for the overall management and coordination of the Partnership for Youth, including developing, coordinating and implementing programs to promote and enhance parenting skills to assist parents in raising healthy, resilient children free from abuse and neglect. Reports to the Chief of Prevention Services.

ESSENTIAL JOB FUNCTIONS

Plans, develops and recommends priorities, goals and long range objectives pertaining to the management and direction of the Partnership for Youth; assists with coordinating and monitoring grant programs which may include community assessments, submission of quarterly and year-end reports, and re-application packages.

Responsible for the effective supervision and administration to include staff development and training, succession planning, performance management, employee relations, prioritizing and assigning work and related activities; and evaluates resource needs and manages the effective deployment of resources.

Coordinates and facilitates identified research-based parenting curricula from ages birth to seventeen years old, family programs, fairs and community family day activities and special presentations and designs and develops program brochures and other related media items.

Implements components of the neighborhood goal of Keeping Our Kids Safe action plan, coordinates the Neighborhood Leadership Institute to include recruitment of presenters and participants and provision, identifies and develops community based coalitions to identify community concerns and facilitate dialogue and cooperation among community organizations, provides training for neighborhood and organization leaders on coalition building; and assists in the research and development of Neighborhood Centers.

Performs grant coordination and program management to include researching and preparing grant applications, developing and submits grant reports on program activities and prepares other related reports as needed; maintains client case records.

Chairs and participates on various city and community work groups, training teams and task forces and completes related projects; provides education, information, technical assistance and general guidance to assist community organizations and neighborhoods in planning and implementing strategies to support the healthy growth and development of children, youth and families.

Serves as a liaison to federal, state and local agencies, state communities, professional boards and task force groups. 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; prepares reports as needed; and remains abreast of initiatives and best practices related to youth development and parenting education.

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

- Parent and Youth Development – Knowledge of the principals and practices of positive parenting, youth development and at-risk indicators for youth in the community. Thorough knowledge of available resources to include educational, developmental, social, health and court services for youth and their families. Knowledge of applicable programs and policies including federal, state, and local regulations.
- 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. 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.
- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.

REQUIRED SKILLS

- Judgment/Decision Making – Evaluates the best method of research and then exercises appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations.
- Computer Skills – Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.

REQUIRED ABILITIES

- Coordination of Work – Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Attends and

maintains a calendar for meetings, deadlines and events. Performs a broad range of supervisory responsibilities over others.

- Communication – Ability to communicate ideas effectively, including the preparation of reports, to include statistical information, and ability to conduct relevant training. Ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of customer service issues with tact, confidentiality and diplomacy in a confidential manner.
- Grants Management – Ability to execute grant agreement including grant budget as approved by funding source. Ability to employ economic and accounting principles and practices in the analysis and reporting of budgeting data.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in Human Services, Social or Behavioral Sciences, Public Administration, Urban Management, or a related field and 3-5 years of progressively responsible related experience and 1-2 years of lead or supervisory experience, or an equivalent combination of education and experience. A Master's Degree in a related field is preferred.

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.