



**Administrative Office
987 Airway Court
Santa Rosa, CA 95403
707.528.8712 (v) 707.575.4910 (f)**

Catholic Charities of the Diocese of Santa Rosa, a non-profit and the largest human services provider in the North Bay, serves the most vulnerable regardless of their religious, social, or economic background. We challenge poverty, counsel immigrants, and care for our seniors by supporting the dignity and independence of all we serve. We support, educate, create opportunities, ensure the well-being of our staff, and engage community leaders in the betterment of those most in need.

JOB ANNOUNCEMENT: Bilingual Resource Connector

Position Summary

The Bilingual Resource Connector position helps register and screen incoming clients with 1-2 in-person or phone contacts screening need and eligibility to access resources from both programs across the agency and application support to external agencies. The Resource Connector knowledge and understanding of relevant resources is intended to increase income, food security, and family resilience. This position is full-time, non-exempt at an hourly rate of \$15 to \$18 per hour (Levels I & II)

Essential Functions

Level I and II

- Assist clients that walk in the any door in the agency, or at outreach sites, register clients for services, screen for eligibility and offer internal and external resources and referrals.
- Learn and utilize harm reduction and motivational interviewing concepts and strategies.
- Learn and maintain in in depth knowledge of agency and partner resources, build relationships with staff throughout agencies and with partner agencies to facilitate communication and referrals.
- Use referral processes and train volunteers to use them.
- Maintain documentation and enter data as required.
- Help clients apply for and navigate the client assistance process based on eligibility for various programs within the agency and through partners, sometimes working at partner sites.
- Provide information about trainings and resources to agency program leads.
- Attend staff meetings and in-service trainings.
- Perform other related duties as assigned.

Level II

- Facilitate workshops and attend community events to provide information and access to Catholic Charities' programs.
- Ensure that work meets and supports accreditation standards, policies and procedures; keep program handbook updated and accurate. Implement policies and procedures in line with accreditation standards.

- Research and apply best practices both from local and national agencies and networks.
- Update information about trainings and resources on agency resource sheet
- Support and coordinate volunteers.

NOTE: Catholic Charities considers this position to be a mandated reporter of child and elder abuse.

Agency Culture

As part of our individual and agency cultural change process, it is critical that all employees of Catholic Charities aspire to the following:

- A commitment to the agency's mission, vision, and values;
- A commitment to excellence in everything we do;
- A commitment to accreditation as well as performance and quality improvement;
- A commitment to outcomes and measured results;
- A commitment to innovation and to what is possible.

Education, Experience & Skills:

- High School Diploma required.
- Associate's or Bachelor's degree in social service related field, preferred.
- Bi-lingual (English/Spanish), required, subject to language fluency exam.
- Related experience in social service related field, preferred.
- Previous experience working with CalFresh Outreach, nutrition education, credit counseling, financial coaching, or financial education a plus.
- Experience working with people of diverse backgrounds required.
- Experience following and meeting program goals and objectives.
- Ability to work in a team-based environment.
- Creative problem solving skills.
- Bilingual (English/Spanish), preferred..
- Cooperative, friendly, and helpful attitude with clients and co-workers with a shared passion for agency mission. Ability to work closely with other employees to ensure positive, constructive environment within the program or department, and throughout the agency, including a willingness to support coworkers as needed.
- Experience with and willingness to work with volunteers.
- Willingness to travel, as driving is often required, and a valid California driver's license and legally required insurance (a CA minimum).
- Must successfully pass fingerprinting check at start of employment.
- Valid California driver's license and required level of insurance.

Physical Requirements:

- Requires ability to sit up to 3-6 hours per day.
- Requires ability to walk, stand, bend, squat, pull/push, grasp up to 3 hours per day.
- Occasionally may be required to lift items up to 25 pounds to a height up to 3 feet.
- Occasionally may be required to carry items up to 25 pounds for distances up to one block.

PERKS

10 Vacation days per year

13 Holidays per year

Very Affordable Health, Vision and Dental Insurance

Referral Bonus for employees

403b Plan with 5.5% contribution

Premium Pay for Overnight Shifts

Team Spirit and Supportive Work Environment

Great Organizational Mission

Equal Employment Opportunity – M/F/D/V

Visit www.srcharities.org for an application.

We look forward to receiving your completed application resume and cover letter.

Open until filled.