

JOB DESCRIPTION – Client Resource Counselor & Program Coordinator
Women’s Resource Center in Alamance County
411 West Fifth Street, Suite B, Burlington, NC 27215
336-227-6900
www.wrcac.org

Part-time position (28 hours/week)
Reports to Executive Director

Qualifications:

- **Bachelor’s degree preferred or minimum 2-4 years experience in human services.**

Skills and Experience

- **Professional demeanor. Highly organized and attentive to detail.**
- **Competence in oral, written & interpersonal skills.**
- **Problem solver with critical thinking skills**
- **Demonstrated proficiency in all MS Office, Outlook, with database management experience.**
- **Case management experience preferred with working knowledge of Alamance County resources**

Specific Job Responsibilities:

Success ToolKit Program Coordination (Time estimate 30%)

- **Work with ED & MSW student to develop consistent procedures for Success ToolKit Program coordination of client service**
- **Coordinate & Facilitate Women Connecting Women Program Series**
- **Coordinate & Co-facilitate Working Smart Program Series**
- **Responsible for recorded measurement of client outcomes as related to program goals**
- **Evaluate and update procedures and outcome measures**
- **Open office each day to provide friendly, welcoming atmosphere ready for walk-in clients and phone calls.**
- **Provide organizational leadership to student interns & volunteers in WRC in absence of ED**

Success ToolKit Program: Direct Client Service (Time estimate 65%)

- **Screen clients via phone and walk-in to determine needs and scheduling client meetings**
- **Process client intake through needs analysis for Success ToolKit program, providing and tracking any community referrals**
- **Using coaching/mentoring model in Success ToolKit program to assist clients in goal setting**
- **Schedule follow up according to the coaching plan developed with client**
- **Provide accurate notes for client file within 24 hours of meeting**
- **Follow up calls within 24 hrs to clients who miss meetings**
- **Daily activity reporting to ED through phone logs and spreadsheet**
- **Support ED through client service which may be provided on-site and at times through other community agencies such as Family Justice Center.**

Other Duties as assigned. (Time estimate 5%)