



La Crosse

JOB DESCRIPTION

Title: Resource Center Director
Wage Range: starting at \$44,000 annually
Date Posted: 6/17/21

Department: Supportive Housing
Classification: Salary, Exempt
Reporting Relationship: Executive Director

Position Objective:

Oversight and management of the Community Housing Resource Center (CHRC) including supervision of staff and coordination of community resources, programming, and partners.

Essential Job Functions:

- Assume primary responsibility for all of the resource center’s operations
- Promotes positive, collaborative relationships with community partners
- Coordinates and ensures equitable access to housing support resources
- Promotes the mission of YWCA La Crosse with all partners to ensure all clients, community members, and partners are treated equitably and respectfully
- Coordinates resources by reaching out to other service providers to create opportunities to partner
- Develop and implement policies and procedures for all partners to ensure the security and safety of all clients, staff, community members, service providers, and volunteers.
- Create innovative opportunities for community members to interact in positive relationship building
- Actively participate in resource partner meetings
- Supervises CHRC staff.
- Performs other duties as assigned by the Executive Director.

Qualifications:

Education & Experience: Associates degree in human or social services field preferred. 2 years’ experience working in a human services, social services, or non-profit environment is desired.

Skills:

- Motivational and collaborative leadership skills.
- Demonstrated knowledge of and belief in the YWCA mission.
- Excellent interpersonal skills.
- Strong organization skills with the ability to prioritize tasks.
- Ability to function in a fast-paced environment and deal effectively with crisis situations.
- De-escalation and crisis intervention techniques.
- Ability to work with staff across multiple departments and agencies.
- Ability to be flexible and adaptive.
- Ability to learn and apply skills related to client interaction and provision of basic services.
- Ability to maintain professional boundaries and ethics.
- Effective oral and written communication.
- Techniques for interacting with individuals from various socioeconomic, ethnic, and cultural backgrounds.
- Operate within established procedural guidelines.
- Demonstration of dedication to YWCA mission in every aspect of the position.

Physical Requirements:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the duties of this job. Requires good speaking, hearing, and vision ability and excellent manual dexterity. Lifting, pulling, and pushing of materials up to 40lbs. Requires bending, squatting, and walking. May stand for extended periods.