



Position Announcement

POSITION: Community Services Staff
(Bilingual Spanish/English strongly preferred)
PROGRAM: Community Services
SCHEDULE: Monday-Friday, 9am-5pm

REPORTS TO: Community Services Manager
STATUS: Full-time, Non-exempt, Essential staff
COMPENSATION: \$15.40/hour, full benefits

Seeking applicants for Community Services Staff position to work alongside members and volunteers to provide Community Market and Emergency Assistance services, support, resources, and crisis intervention to those in the IFC community. IFC values and expects dignified, equitable, anti-racist, healing-centered interactions with all members and shelter residents, volunteers, and staff of the organization.

Responsibilities:

- Facilitate the creation of a mutually supportive environment and a safe and welcoming space
- Provide food and emergency assistance to members with the utmost dignity and respect, regardless of who they are or what issues they present
- Oversee reception, lobby and community room areas: respond to questions, provide information about other agencies and programs, offer tangible items such as tents or sleeping bags, ensure access to (and support with, if needed) phone and computer use, monitor smoking restrictions, check mail, facilitate bathroom, shower and locker use
- Meet with members regarding rent and utility assistance
- Maintain appropriate boundaries and uphold member confidentiality
- Foster member leadership and ensure involvement in decision making and community building
- Address member concerns and complaints in a timely manner and actively work to mediate conflicts as soon as they arise to help sustain a peaceful, comfortable space
- Lead and/or participate in meetings and organized events with members, when appropriate
- Orient and train new program volunteers, convene regular meetings, maintain regular communications, respond to feedback from and address concerns regarding volunteers in a timely manner, and foster relationships and leadership among volunteers
- Assist in the development and implementation of best practices as they relate to services
- Communicate regularly with the team and follow through on actions where needed
- Attend meetings, including but not limited to staff meetings, staff trainings, and one-one meetings with supervisor
- Perform other duties as assigned by supervisor or other management staff

Qualifications:

- Bilingual Spanish/English, strongly preferred
- Understanding of the causes of poverty and homelessness and the relationship of these societal problems to unjust and inequitable systems
- Commitment to actively working toward anti-racism personally and on an organizational level
- Experience working with people struggling with poverty, homelessness, substance use and mental health issues
- Effective verbal and written communication skills
- Ability to use low barrier, harm reduction, member centered, trauma informed approach
- Ability to effectively resolve conflict and cope with crisis situations
- Effective time management skills
- Computer literacy, including experience with Excel, Outlook, Word, etc.; ability to learn internal databases
- Excellent problem solving and decision making ability
- Cooperative, friendly, and helpful attitude with members, co-workers, and leadership
- Ability to collaborate and maintain positive relationships with external service providers

Work Environment:

- Program is located at IFC Commons - 110 W. Main Street in Carrboro
- IFC is a social justice organization focused on creating a community of care and liberation
- This position is considered Essential Staff during emergencies, including inclement weather
- Occasionally may be required to lift and carry items up to 30 pounds
- Must be able to stand and sit for extended periods of time
- Must be able to respond immediately to crises that arise
- Must be able to work in a hectic, high-demand environment

Application procedure: Please e-mail resume and cover letter to klavergne@ifcmailbox.org. Position open until filled.

IFC is an equal opportunity employer and strongly encourages applications from people with lived experience of poverty and/or homelessness, people of color, LGBTQIA applicants, and people with disabilities.