



Position Announcement

POSITION: Member Services Team Lead
(Bilingual Spanish/English required)

STATUS: Full-time, Non-exempt, Essential staff

SCHEDULE: Monday-Friday, 10am-6pm

REPORTS TO: Community Services Director

PROGRAM: Community Services

COMPENSATION: \$21.38/hour, full benefits

Inter-Faith Council for Social Service (IFC) is looking for a dynamic new team member in Community Services. The bilingual Member Services Team Lead coordinates a team of volunteers and works collaboratively with other staff to provide groceries, emergency assistance, and crisis intervention to community members through the programs at IFC Commons. Specifically, this position is central to the services provided in the reception, front office, and courtyard areas, which includes providing information and referrals, making appointments, assessing member needs, directing visitors to relevant services, providing emergency financial assistance, entering data, and submitting program reports. The appropriate candidate will have experience working with people who may present with a variety of mental health and substance use issues and will be skilled at defusing conflicts and de-escalating volatile situations.

Responsibilities:

- Facilitate the creation of a mutually supportive environment and a safe, welcoming space by modeling appropriate behavior for members and holding accountable to the program guidelines and expectations. Provide food and emergency assistance to members with the utmost dignity and respect, regardless of who they are or what issues they present.
- Support all aspects of IFC's community services: Operate the reception desk during morning hours and other busy times in the Market, set appointments, manage public inquiries, respond to questions, provide information about other agencies and programs, offer tangible items, ensure access to and support with phone and computer use, monitor smoking restrictions, check mail, facilitate bathroom, shower and locker use, and provide staffing presence during mealtimes.
- Coordinate a team of volunteers who support the reception desk and other member services. Onboard, train, and supervise program volunteers on day-to-day operations; maintain regular communications; respond to feedback from and address concerns regarding volunteers in a timely manner, and foster relationships.
- 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. De-escalate conflicts and crises when they arise and manage situations that may be volatile or pose safety risks.
- Meet with members regarding rent and utility assistance. Document services and provide data and reports, as needed.
- Maintain appropriate boundaries and uphold member confidentiality.
- Foster member leadership and ensure involvement in decision making and community building. Lead and/or participate in meetings and organized events with members, when appropriate.
- 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. Provide back-up support and fill in for other Community Services positions.
- 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 required

- Understanding of the causes of poverty and homelessness and the relationship of these societal problems to unjust and inequitable systems
- Peer Support Specialist certification preferred, but not required; Experience working with people who have mental health and/or substance use issues that may lead to challenges interpersonally or in community settings
- Ability to effectively resolve conflict, cope with crisis situations, and de-escalate volatile situations using a low barrier, harm reduction, member centered, trauma informed approach
- Effective verbal and written communication skills
- 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
- This position is in person and is considered Essential Staff during emergencies, including inclement weather
- Must be able to stand and sit for extended periods of time
- Must be able to work in a hectic, high-demand environment
- Must be able to respond immediately to crises that arise, including potentially volatile situations
- May be required to lift and carry items up to 50 pounds

Application procedure: Please e-mail resume and cover letter to HR@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.