

Job Posting

Position: Community Services Staff Reports To: Community Services Manager

Status: Full-time, Regular (40 hours), Non-Exempt Compensation: \$14.90/hour

Schedule: Monday-Friday, 11 am-7 pm

The purpose of this position is 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. With respect and compassion, Community Services Staff will facilitate the creation of a mutually supportive environment and a safe and welcoming space. Community Services Staff will foster member and volunteer leadership and ensure their involvement in decision making and community building. There is a high level of importance placed on low barrier, harm-reduction based, equitable, anti-racist and trauma-informed interaction with all members, volunteers and staff, board members and guests of the organization.

Responsibilities:

- Support and create a hospitable environment and provide food and emergency assistance to members
 with the utmost dignity and respect, regardless of who they are or what issues they present, to include
 maintaining appropriate boundaries and upholding member confidentiality
- Prioritize services to members above all other activities, while maintaining an appropriate balance between accommodating the individual needs of each member and enforcing the policies and procedures of the program
- 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
- Communicate with members regarding up-to-date information about IFC and other resources to address different crises
- 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
- 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
- Meet with members regarding rent and utility assistance
- 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 regular staff meetings, staff trainings, and supervisions
- Perform other duties as assigned by supervisor or other management staff

Qualifications:

- Understanding of root causes of poverty
- 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 110 W. Main St. In Carrboro
- 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

To Apply:

Please e-mail resume and cover letter to klavergne@ifcmailbox.org. Position open until filled. Deadline for internal applicants is Monday, April 5 at 5pm.

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.