



COUNTY OF HIDALGO

Department of Human Resources

Job Title: **SUPERVISOR I, COMMUNITY RESOURCE CENTER**
Grade: 09

The County of Hidalgo Department of Human Resources reserves the right to select candidates considered to be the most highly qualified based on education and experience. The hiring department will interview and select the candidates provided by the Department of Human Resources.

GENERAL DESCRIPTION

Oversees all operations of the Community Resource Center (CRC), including scheduling service provider occupancy and usage, acting as liaison with other agencies, maintaining and promoting the CRC and its activities.

EXAMPLES OF WORK PERFORMED

Orientate/train staff, volunteers and job trainees in protocol for:

- Answering telephone
- Message deliveries
- Scheduling activities
- Helping service providers promote and implement community programs
- Interacting with visitors, service provider staff, fellow staff members, etc.

Serve as liaison between community residents, service providers, elected officials, CRC Resident Advisory Committee and Texas A&M University-Center for Housing and Urban Development

Interact with citizens in determining their needs, resolving obstacles and conflicts and soliciting needed services to enhance their quality of life

Maintain documented records and files of service agencies using the CRC, services and promotions made available through the CRC, and number of people served through the Center

Data compiled will provide detail for tracking and gauging usage of available facilities at the Center

Compile and submit a formal report to the Administrative Assistant at the Center for Housing and Urban Development for review by the Dean of the College of Architecture at Texas A&M University

Develop and maintain effective, perpetual public relations and promotional programs in collaboration with the Program Coordinator

Maintain public awareness of Center activities and services through the public media, i.e. radio, TV, newspaper and through interaction with service provider entities and area service clubs

Host and moderate a needs assessment focus group made up of members of the CRC Resident Advisory Committee, service providers, city and county officials and the general public on an annual or as needed basis

Submit the findings of the focus group to the Program Coordinator

Plan, organize and hold monthly meetings between heal/social services providers and resident leaders to address topics and subject matter appropriate for these groups

Evaluate on a scheduled basis the effectiveness of provider services and modify focus quarterly or as deemed necessary

Develop and maintain an informational document that effectively communicates to residents and available I of health, education and social services programs that can be provided at the Center upon citizen request

The CRC Coordinator is given the necessary authority and support to assure the Center provides/maintains the availability of services and public outreach at the level it was intended to achieve

As such, the Coordinator must provide the leadership and catalyst needed to avail the citizens of the community of the services obtainable through the CRC and sustain maximum usage and occupancy of the Center through recruitment of temporary and permanent occupants that provide services such as health, educational and social services to the public

EXPERIENCE AND EDUCATION

Two academic years from an accredited college or university

Two (2) years of experience in social services, community involvement, service development and/or building community capacity and experience in working partnerships

Good organizational skills

Effective communicator written and oral, including media interview

Ability to make public presentations in English and Spanish

Computer capability, WordPerfect, Excel

Ability to administer effective training and instruction

Two (2) years of related experience may be substituted for one (1) year of education

CERTIFICATES, LICENSES AND REGISTRATION

Must have a current valid Texas motor vehicle operator's license

Must be able to be insured by the County's insurance carrier

KNOWLEDGE, SKILLS AND ABILITIES

Bilingual (Spanish and English) with the ability to converse fluently in both languages

Employee may be assigned other duties in addition to those listed

Duties may change according to the changing needs of the County

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over twenty-five (25) pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- standing for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the County of Hidalgo Accident Prevention Plan and department's safety regulations