RESOURCE & REFERRAL MANAGER

DEPARTMENT: Organizational Planning
REPORTS TO: Vice President of Organizational Planning
CLASSIFICATION: Non-Exempt

 # OF HOURS: Full-Time, 40 hrs
PAY RATE: $26.44 per hour

POSITION PROFILE:
The Resource and Referral Manager (R&R Manager) is responsible to develop and implement a "hub" designed to deliver responses and resources to children, adults and families with varied, diverse unmet needs, in close coordination with frontline staff at SAY San Diego. The position promotes SAY San Diego's commitment to strengthen the whole child/person and whole family, and to tailor resources to address individual circumstances. The R&R Manager reports to the Vice President of Organizational Planning, and coordinates their efforts with Supervisors, Managers, and Directors, across the entire organization, as well as with external resource partners. The R&R Manager will facilitate the related engagement, training and support of all staff across the organization and in many roles.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

- Develop an easy, efficient way for staff who are working daily with clients/participants to access clear information about additional internal and external resources that may be helpful to youth, individuals and families we serve
- Ensure that the R&R Hub's resources and referrals are reliable and up to date; Remove any red tape/barriers to access for the staff or clients; Ensure that we are taking a client/participant-centered approach, e.g., reduce the steps and stress to access what they need
- Create and maintain relationships with those who are responsible for the resources and referrals connected to the R&R Hub; Define what the R&R Hub has to offer and its limitations
- Alongside the Director of Data and Evaluation, build means for tracking utilization of the R&R Hub, including who, how often, types of resources and referrals used, etc.; Support and enhance the organization's compliance, privacy and security functions
- Create an overall environment, as well as learning tools and opportunities, for staff in all roles within SAY San Diego to learn what is available through the R&R Hub, and how to best approach clients/participants about possible additional resources and referrals that may benefit their lives
- Maintain related electronic and print tools ongoing, such as training/onboarding materials, program guides/descriptions, "hub" procedure and referral pathway information, etc.
- Coordinate closely with SAY San Diego Managers and Directors to develop and implement informational resources about the organization's programs and opportunities, including key features and benefits, as well as eligibility (age, geographic, open/closed referrals) for involving new clients/participants
- Stay apprised of, and include in SAY's R&R Hub, information and connections from other resource hubs and portals throughout San Diego, such as 211 San Diego, Community Information Exchange, Community Resource Directory (Probation Department), Community Resource Directory (SDUSD), Regional Resource Directories (County of San Diego), San Diego Behavioral Health Network of Care, etc.

RESOURCE & REFERRAL MANAGER

QUALIFICATIONS (Education, Experience and Certifications):

- Master's Degree from an appropriately accredited institution with at least two years of experience in human services OR a Bachelor's Degree from an appropriately accredited institution with at least four years of experience
- Demonstrated years of experience working effectively with a culturally diverse workforce and providing leadership in organizational change
- Experience building and delivering informational and educational tools to increase awareness in ways that are brief and clear
- Experience using various computer software applications, such as Office 365 (MS Office Suite, Teams, SharePoint, etc.), and software to clean and analyze data

KNOWLEDGE, SKILLS AND ABILITIES:

- Strong interpersonal and customer service skills; Ability to communicate and resolve issues effectively with a diverse population of SAY program participants/clients, staff and partners
- Strong working knowledge of effective resource and referral practices, including client engagement, and how to tailor these to our environment
- Excellent attention to detail, accuracy, and dependability
- Ability to manage multiple tasks simultaneously
- Excellent written and verbal communication skills
- Ability to work independently, taking responsibility for own actions
- Affinity for working with data and performance metrics
- Knowledge of the service provider landscape throughout San Diego County, preferred

WORKING CONDITIONS:

ENVIRONMENT: Office and occasional off-site functions. Typically an office environment with adequate lighting and ventilation and a normal range of temperature and noise level. SAY San Diego is continuing to monitor state and federal guidelines related to COVID. At the time of hire, the position may require temporary telework.

PHYSICAL REQUIREMENTS: While performing the duties of this job, the employee is regularly required to sit, use hands and arms to perform repetitive motions. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus. Moderate dexterity application of basic skills (calculator, keyboard, hand eye coordination, etc.).

MENTAL: Must be able to relate well to all people of the community regardless of color, national origin, religion, sex, pregnancy, age, marital status, veteran status, sexual orientation, disability or socio-economic level. Must be emotionally mature, stable, tactful and be able to provide professional leadership.

RESOURCE & REFERRAL MANAGER

The Job Description is intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.