

## POSITION DESCRIPTION

**Title: Learning Center Coordinator**

**Reports To: Director of Resident and Community Services**

**Office/Department/Division: Resident and Community Services**

**FLSA Status: Exempt**

### Summary

Responsible for coordinating, organizing, and conducting activities, events, programs, or services that support the personal, social, cultural, and academic growth of young people and providing Family Resource Learning Center assistance and guidance to residents of all ages. The duties listed below illustrate the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

### Duties and Responsibilities

Organizes, and coordinates activities and events for Authority youth to foster program goals and objectives, including facilitating group activities directly related to improving math and reading skills for Title 1 Program. Assists in developing and updating a realistic plan for dealing with youth activity problems in the Authority on a short- and long-term basis.

Interviews and assess the needs of program participants of all ages to enable balanced planning of programs to meet individual needs in terms of educational and life skills, personal and recreational development, and behavior modification necessary to achieve success at school, in family relationships, and in future employment.

Provides information on program services and requirements on the phone, in person, or through home visits, as appropriate, and explains procedures and program processes or makes referrals to other community agencies.

Identifies current and ongoing activities by local, state, and federal entities addressing youth problems. Coordinates the Authority's youth efforts with those of other local, state, and federal entities and seeks their assistance wherever possible.

Coordinates planning, preparation, and service of nutritional meals and/or snacks for youths who attend the daily afternoon snack and homework workshop and/or other learning activities involving food service.

Provides direct services to residents of all ages through informal counseling and participation in structured educational, recreational, and/or vocational workshops and training programs.

Supervises and assists youths and residents of all ages with appropriate use of computers, printers, Internet, and software to enable advancement of computer skills, which will facilitate job searches, research, creation of documents, etc.

Updates and replenishes resource materials for residents on a timely basis.

Performs informal counseling and mentoring and functions as liaison, and in some cases, a youth advocate, with young persons, families, schools, and a variety of youth services agencies and individuals.

Monitors results of programs and prepares and maintains written records and periodic reports on progress related to program activities, individual cases, and the Authority's overall Family Resource Learning Center programs.

Acts as a role model and provides guidance and feedback to youth regarding the development of life skills.

Monitors and supervises youth, teens, and children, by maintaining order and ensuring safety.

May conduct special recreational and educational activities such as sports, games, field trips, violence and drug prevention classes, and other special events for program participants.

Prepares news releases, flyers, newsletters and posters for activities or programs and contact outside community agencies to increase public awareness.

Assesses equipment and supplies needs and submits requests for additional or replacement supplies.

Attends and participates in appropriate trainings and meetings to ensure continued awareness and familiarity with new developments and insight, standards, practices, and procedures, relevant to the employee's position.

Assists in recruitment, orientation, and management of other paid and volunteer Learning Center workers and ancillary staff.

Accountable for consistent adherence to strong Authority standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Authority materials, supplies, resources, and other assets.

Undertakes and performs other work-related duties as assigned including work in other functional areas to cover absences or provide relief, to equalize peak work periods, or otherwise balance the workload.

### **Qualifications and Knowledge**

Bachelor's Degree or Associate's Degree in Public Service or Human Services or related field, or at least eighteen (18) college credit hours in business or social work from an accredited college or university. Prefer at least one year of experience in working with high-risk youth and/or ethnically diverse groups with low/moderate income.

Ability to understand and empathize with the needs and concerns of others.

General knowledge of social work and resources available through community agencies.

Good knowledge of the typical problems and needs of modern youth.

Ability to conduct counseling to assess the needs of participants and their ability to utilize available services.

Ability to deal effectively with situations that require tact and diplomacy, with firmness.

Ability to establish and maintain effective working relationships with other employees, residents, and community agencies and other sources that provide services.

Ability to understand and follow moderately complex written and oral instructions and to communicate and relate to persons of diverse backgrounds, ages, and abilities.

Ability to effectively communicate verbally and in writing in order to present information in a clear and professional manner.

Ability to communicate proficiently in Spanish.

Ability to operate appropriate Authority computer equipment and software packages.

Valid driver's license and good driving record.

### **Supervision Given and Received**

The employee follows instructions from the Resident and Community Services Director; and Chief Executive Director. Normally, the employee plans and carries out work activities with minimal supervision and independently resolves problems that arise, establishing priorities and time frames. The Director monitors the employee's work and spot checks it for thoroughness, effectiveness, compliance with procedures and guidelines, and achievement of established objectives.

The employee supervises the work and activities of the Learning Center Aides, volunteers, and workers within parameters defined by the Director.

### **Guidelines**

The employee follows regulations and guidelines issued by HUD regarding community services, resident services, and resident participation and applicable Authority policies and procedures. The employee may act independently in making decisions about the best course of action in routine situations. In situations for which there are no guidelines, the employee may adapt existing guidelines if applicable and make a decision based on the circumstances, or seek guidance from the supervisor. When new guidelines are required, the employee develops them in consultation with the supervisor.

### **Complexity**

Most of the work performed by the employee is routine and some related activities are of a sensitive nature. Problems and issues may be relatively easy to identify, but solutions difficult to implement. Persuading parents of participants to become more involved in Youth Center programs and activities may be difficult and working with students one-on-one is difficult if there is insufficient staff. The employee identifies work that needs to be done, prioritizes and coordinates efforts and performs the tasks. The employee consults the supervisor in making decisions regarding unusual or sensitive situations.

**Scope and Effect**

The employee's work affects residents throughout the Authority. Performing work tasks effectively efficiently, and with compassion enhances relationships between residents and the Authority and enhances the ability of residents of all ages to achieve their highest potential as individuals with a positive self and cultural identity, while improving overall livability and security for all Authority residents.

**Personal Contacts**

The employee's contacts are primarily with coworkers, residents, and city and community service organizations and agencies. Such contacts require courtesy, firmness, and tact and effective communications with a variety of individuals from diverse social and ethnic backgrounds. The purpose of contacts is to obtain information about resident youth problems, and guidance and assistance available from other entities to resolve those problems. At times, it is difficult to resolve the conflict between the need for confidential meetings and simultaneous effective supervision of children.

**Physical Demands**

Work involves both physical and sedentary activity. Physical exertion may be necessary for reaching, kneeling or crouching to obtain supplies, and frequently carrying moderately heavy items, climbing ladders, standing, pushing, pulling, and other moderate tasks.

Must be able to establish and maintain effective working relationships with co-workers, residents, service agencies, and work-related contacts in an environment that will sometimes include increased levels of work-related stress.

Must be able to sit or stand for up to eight hours at a time while performing work duties. Must be able to work weekends to carry out social services or special event activities.

Must be able to bend, stoop, push, and pull in the performance of work-related duties (e.g. moving or carrying objects or materials).

Must be able to use fingers bilaterally and unilaterally to operate office equipment including computers, copiers, printers, facsimile machines and telephone.

Must have vision and hearing corrected to be able to perform essential job functions.

Must maintain punctuality and attendance as scheduled.

Must be able to drive and have a valid state Driver's License

**Work Environment**

Work involves the normal risks or discomfort associated with an office environment or outdoor recreational activities. Work is usually in an area that is adequately cooled, heated, lighted, and ventilated.

**Application Instructions**

To apply for this position, email your resume to: [humanresources@arha.us](mailto:humanresources@arha.us)

**Put this job/position title in the subject line.**