



Job Title: Family Resource Administrative Specialist

Reports to: Family Resource Center Program Director

Classification: Full time, Hourly, Non-Exempt

Work Schedule: 37.50 hours per week. 8:30 am to 5:00 pm, 5 days per week, Monday – Friday, some evenings and weekends

Pay Rate: \$20/hour - \$23/hour

Introduction: Since 1953, United Way of Greater New Bedford (UWGNB) has been a leading institution on the SouthCoast. Our mission is to mobilize people, partnerships, and resources to catalyze change that strengthens the communities we serve. Through strategic collaboration, direct services, and financial support, we actively engage with our communities to identify gaps and create initiatives to address them. Every United Way of Greater New Bedford staff member serves as an ambassador for the organization, demonstrating a culture of fundraising and volunteer engagement.

Since 2010, UWGNB has operated New Bedford's Family Resource Center (NBFRC), which is funded by the Department of Children and Families. NBFRC is a single point of entry to help struggling families with children identify and gain access to an array of culturally competent family support services by guiding them to identify available resources.

The Family Resource Administrative Specialist assists the NBFRC Program Director with administration and monitors the day-to-day recordkeeping and State reporting, while also responsible for the Center's operations. The successful candidate ensures NBFRC program data is accurately entered on a timely basis in the required systems to ensure compliance with contractual expectations.

General Duties and Responsibilities

- Exhibit professionalism in all job functions, including family information confidentiality
- Establish and maintain effective relationships with all families and community partners
- Greet family members in the Center, as point of contact, and direct them to appropriate community resources
- Conduct informal screening of family members
- Assist the NBFRC Program Director with overseeing all data management tables and tracker
- Support NBFRC staff with ongoing system CRM data, excel spreadsheets and other various tracking systems
- Update Constant Contact with community providers information
- Distribute flyers to community providers
- Attend and actively participate in staff meetings, training, and professional development
- Obtain new/updated resource materials and maintain the Family Resource Center information
- Help coordinate and participate in NBFRC activities and events in both the Family Resource Center and community



- Manage the NBFRC phones, the Family Resource Center's resource materials, and NBFRC attendance rosters
- Assist family members with Family Resource Center's community computers, fax and printers
- Perform variety of clerical tasks such as filing, sorting, and copying
- Maintain the cleanliness and upkeep of the Family Resource Center

Desired Skills and Abilities:

- Strong oral and written communication skills
- Team-player who can work independently and as a supportive member of the UWGNB team
- Knowledge of local community resources, community providers, and human service agencies
- Community member who values and practices cultural humility
- Positive, non-judgmental attitude and good listening skills; easy to talk to/with
- Ability to work with and be sensitive to people from diverse backgrounds
- Ability to problem solve and access resources for families and youth in a complex and fast-paced environment
- Strong computer skills and data tracking capabilities (Microsoft suite)
- Bi-Lingual/Bi-Cultural Spanish, Cape Verdean Creole, Haitian Creole, and/or Portuguese highly desired

Requirements:

A high school diploma or equivalent. Candidates with or working towards an Associate's Degree as well as those with lived experience who demonstrate desired skills and abilities for this position preferred. A valid driver's license and personal vehicle are required. This position requires attending evening and some weekend events.

Candidates should email resume and cover letter to:

liveunited@unitedwayofgnb.org

Please list subject as NBFRC Administrative Specialist

Review of applications will begin immediately and continue until position is filled.

United Way of Greater New Bedford is an equal opportunity employer. We do not discriminate on the basis on race, religion, color, national origin, sex, gender identity, sexual orientation, age, veteran status, medical condition, status as an individual with a disability, or any other basis applicable by law. United Way of Greater New Bedford strives to foster an inclusive and empowering environment for all employees.