

# Community Resource Manager

**Reports To:** Director of CRC

**SCOPE:**

CHN's Community Resource Center serves the community with counseling, education, and utility assistance resources. The Community Resource Manager is responsible for the day-to-day operations of the HEAP, PIPP, PRC and Fuel Fund Programs. The position requires a self-starter, able to work independently and handle multiple priorities including managing workflow, budgets and funding applications.

This position is responsible for direct reports, including four Managers, and a Quality Assurance Coordinator. Prepares reports to funders, submits contract and funding applications to State and County; and oversees day-to-day operations at CHN's main office and external site locations under subcontract with CHN. The position reports to the Director of Community Resources, and works closely with four other Community Resource Managers to insure customers receive comprehensive services that maximize impact and insure a customer service focus. The position will be part of a team that is focused on transitioning to a shared database and digital files, while adhering to the guidelines of the State, County and utility companies and collaborating with other service agencies to provide the greatest possible impact on those we serve.

**Qualifications:**

- Significant experience supervising a large and experienced staff
- Experience dealing with funders, particularly large County and State contracts.
- Experience dealing with the general public, with an emphasis on low-to- moderate income consumers and supporting families in crisis.
- Strong interpersonal skills, ability to write narrative reports for funders, and manage a budget over \$2 million.
- Ability to multi-task, prioritize several programs and collaborate with other internal and external partners.
- Basic understanding of HEAP, Fuel Funds, PRC and Water Affordability Programs and the ability to adhere to strict program guidelines.
- Budget analysis, contracts, business writing and communication
- At least five years' experience in program management and supervision. A Master's degree is preferred, minimum of a Bachelor's degree with commensurate experience.

**Duties and Responsibilities:**

- Oversee HEAP/PIPP, PRC and Fuel Fund programs and insure compliance with State, County and utility company guidelines.
- Obtain and analyze data pertinent to reporting to senior leadership and to funders, including monthly and quarterly funder reports, quarterly company reports, and monthly reports to supervisors.
- Insure smooth transition to Salesforce and digital files. Work closely with staff and managers to insure training, and coordinate with other department managers for service integration.
- Work with Director on funding applications and grant reports, specifically HEAP applications an budget for CHN as well as sub grantees, County PRC application and budget along with fuFuel Fund application and budget.
- Provide supervision and coaching to four senior staff and one Coordinator and work closely with other managers in the Community Resource Center.

- Thoroughly review all requests for reimbursement from scattered sites. Manage scattered site contracts and oversee production and protocols at sites.
- Prepare for all audits. Have a thorough understanding of contract requirements. Insure site reviews and quality control of external sites.
- Oversee all Quality Assurance protocols, study error reports and staff scorecards and implement processes to insure maximum quality. Implement processes as needed to address errors.

**If you are interested and meet the qualifications for this position please submit your cover letter and resume to Sandra Durda in Hr via email at [sdurda@chnnet.com](mailto:sdurda@chnnet.com) or you can apply via the link on our careers page.**