

## **JOB DESCRIPTION: MULTICULTURAL RESOURCE PROGRAM (MRP) COORDINATOR**

**SUPERVISOR:** MRP Program Director

**SUPERVISES:** Volunteers & Interns

**CLASSIFICATION:** Full-time exempt position

**Northside Community Resources (NCR)** [*formerly known as Rogers Park Community Council*] is a non-profit organization that has been serving the Rogers Park community and the North side of Chicago for over 70 years. Our programs provide support services to community residents and families, including seniors, tenants and landlords, as well as immigrants and refugees. NCR is a long serving, committed advocate that works hard with compassion on behalf of all community members.

The **Multicultural Resource Program (MRP)** provides information in the form of resources, referrals, advocacy, and empowerment to community members of immigrant, refugee and asylee populations. Services include housing referrals, assistance with social service/public benefits applications, referrals to partner organizations and other professional service agencies such as those providing legal assistance and housing law advocacy. MRP also works to provide avenues for civic engagement and participation with the goal of improving the quality of life for all city residents.

The **Multicultural Resources Program (MRP) Coordinator** works under the direction of the MRP Director and assists in providing services to underserved, immigrant & refugee populations to aid in their settlement and future development. The Program Assistant provides program support, with responsibilities which may vary from day-to-day (based on client's needs) and likely involve carrying out one or more of the activities listed in the sections below.

### **Specific Responsibilities: Assist Director with program Services, which include:**

- Provide bilingual, culturally-sensitive direct services and referrals to immigrants, refugees and asylee clients on topics including: public benefits, housing, immigration, immigration issues, education, health services, and translation.
- Conduct comprehensive intake and needs assessment of clients virtually and/or onsite at the office or at City shelter locations, in order to determine client eligibility for available human service programs, resources, and public benefits.
- Maintain accurate and up-to-date client files and detailed case notes, which meet grant reporting requirements, and assist program director prepare monthly programmatic reports which are required by program funders.
- Help Director organize community meetings during the program year, conduct informational forums, workshops, and townhalls regarding community issues and/or needs and attend community stakeholder and funder meetings.

### **Awareness & Outreach:**

- Create awareness of NCR and the MRP by networking with other social service programs, organizations, businesses, churches, schools and universities to extend NCR's network of resources for clients.
- Provide outreach services to the community and disseminate information on human service programs and resources available through NCR, partner organizations and other local gov't stakeholders (via flyers, brochures, posters and one-on-one informational meetings with other local organizations).
- Maintain social media accounts like Facebook, Twitter, LinkedIn to help increase NCR's online presence of programs.

### **Community Engagement and Language Access:**

- Coordinate and manage MRP community events, and take part in speaking engagements on immigrant, refugee and specific multicultural topics.
- Conduct outreach and volunteer recruitment for MRP workshops, forums and special events by disseminating bilingual information to local organizations and community stakeholders.
- Work with MRP Program Director to ensure contract compliance with MRP grant funders.
- Provide bilingual support to other in-house staff, programs and assist MRP walk-in clients.
- Other duties (as assigned by MRP Director or Executive Director).

### **Qualifications:**

- Bachelors or minimum of Associates Degree in Social Sciences, Social Work, Ethnic Studies, Nonprofit Program Experience, or related fields.
- Minimum of one (1) year of experience working in a non-profit/community services program preferred.
- Excellent communication skills.
- Bilingual (Spanish language fluency is required: oral and written)
- Ability to work in a fast-paced multicultural environment and communicate effectively with limited-English speakers.
- Experience working with immigrant and refugee populations as well as low-income communities.
- Strong commitment to civil rights, multiculturalism, and immigrant/refugee advocacy.
- Strong project coordinating experience, planning and organizational skills.
- High level of professionalism and strong work ethic.
- Experience with the public benefits assistance process and programs is a plus.
- Computer literacy required, with proficiency in MS Office applications: Word, PowerPoint, and Excel.
- Ability to work flexible hours; some evenings and/or weekends may occasionally be required.

**Job Type:** Exempt, Full-time (*minimum 40 hrs/wk*) position.

**Salary Range:** based on \$40k to \$46k per year, plus benefits (*Commensurate with experience*)

*NCR is dedicated to promoting equal opportunity employment. NCR is committed to providing reasonable accommodations to applicants with physical and/or mental disabilities. We value and encourage diversity and solicit applications from all qualified applicants without regard to race, color, gender, sex, age, religion, creed, national origin, ancestry, citizenship, marital status, sexual orientation, physical or mental disability, medical condition, military and veteran status, gender identity or expression, genetic information, or any other characteristic protected by federal, state, or local law. If you are interested in applying for employment with NCR and need special assistance or an accommodation to apply for a position or engage in any testing or the interview process, please email [chris@northsidecr.org](mailto:chris@northsidecr.org) with your request. Determinations on requests for reasonable accommodation are made on a case-by-case basis.*