

## OUR EXCITING OPPORTUNITY

*Community Action Partnership* has an exciting opportunity for

### **Center Coordinator - SWCC**

In this role, the Center Coordinator will assist the Center Manager with all activities and programs conducted at the Southwest Community Center (“SWCC”); playing a critical part in the work and dedication of *Community Action Partnership of Orange County’s* initiatives. It’s leadership with a cause and the rewards are immeasurable!

## WHO WE ARE

Born out of the War on Poverty more than 50 years ago, Community Action Partnership Orange County (CAP OC) is a trusted resource for Orange County community members who face obstacles such as food insecurity, unemployment, economic turmoil and more. We walk alongside the people we serve, and we act to meet immediate needs without delay. Our programs help empower people to improve their lives and their communities. We see poverty as an unacceptable reality for our neighbors and rally with key partners to help facilitate change.

CAP OC hires professionals who support and embody the following **EPIC** values:

Going above and beyond in every interaction and activity we undertake. We strive for **EXCELLENCE** in service, keeping a pulse on the most up to date innovations within our industry. Together we continually assess and improve the way to work and enhance the strategies we utilize to meet the needs of our community.

Reaching our goals by working collaboratively with each other and our community. We are working to do the things that have not been done: empowering families and individuals to financial independence, breaking the cycle of poverty, creating financial equity, combating food insecurity, and establishing healthy and energy-efficient living conditions for all through social innovation. All of this takes **PROACTIVENESS**, and an intrinsic motivation that drives us to go above and beyond to create cutting-edge trends and program designs. We have the will and the energy and won't stop until the needs of our underserved community no longer exist.

We are a team of high **INNOVATION**. We value the work we do; the people we serve; and treat each other with respect and kindness. We also have an environment of engaging in social economic justice by sharing of ideas and not afraid to try new things that increases our educational capacity. We think outside of the box, and challenge prevailing assumptions about issues of poverty.

Reaching our goals by working in partnership with each other and our community. The work we do is deeply rooted in the **COLLABORATION** we have with our community and its citizens. We care about the legacy of community action partnership and go above and beyond to ensure we support each other in bringing forth the services and resources that will positively change generations forever.



We have remained true to our mission *“We seek to end poverty by stabilizing, sustaining and empowering people with the resources they need when they need them. By forging strategic partnerships, we form a powerful force to improve our community.”*

### VALUES

In addition to our EPIC values our external values are as follows:

#### **Leadership**

We are guiding critical shifts in how people think and act to address the root causes of poverty.

#### **Collaboration**

We bring together all capable partners to achieve transformative results.

#### **Trust**

For over 50 years, the community has counted on us to empower those in need.

#### **Compassion**

We treat each person we serve respectfully and with great care.

#### **Justice**

We are passionate about advocating for those living in poverty and creating equity throughout the region.

### WHAT YOU WILL ACCOMPLISH IN THIS ROLE

Under the direct supervision of the Center Manager, the Center Coordinator will perform duties that assist in the administration of programs, outreach including meal preparations, services, events, activities and special events at the Center.

Starting wage is \$23.00 per hour and is an onsite work location position 5 days per week.

### GENERAL CENTER COORDINATOR ROLES AND RESPONSIBILITIES

- Assist with program delivery and operation in a manner consistent with the requirements of contractual agreements, laws, regulations and funding.
- Work in collaboration with the Center Manager and program representatives to schedule volunteers and interns, assign duty and scope of responsibilities at SWCC for the respective programs.
- Assist in oversight and/or supervision of volunteers, interns and community service clients to ensure all CAP OC policies and procedures are followed.
- Assist in coordinating activities of personnel assigned to a project to ensure the progress, success and on time delivery of the project within the prescribed budget.
- Assist in identifying, developing and implementing programs needed for community.
- Build and maintain productive relationships within the community and with local leaders, employers, and other organizations that serve the needs of the community in order to promote and market all CAP OC programs and activities.
- As directed by the Center Manager, assist and complete required program reports for internal use, submission to government agencies, business partners.
- Attend and participate in SWCC staff meetings and CAP OC wide meetings.



- Other duties as assigned.

### **SWCC CENTER COORDINATOR ROLES AND RESPONSIBILITIES**

- Work a flexible schedule in order to open and close the Center in accordance with program and community needs on weekdays, weekends and evenings as directed by the Center Manager.
- Work collaboratively with CAP OC staff and volunteers to prepare hot meals and to-go meals for the homeless which includes meal preparation, serving meals, clean-up and sanitizing duties.
- Drive a CAP OC vehicle to pick up and deliver food bags, donated food and supplies for SWCC; assist in loading and unloading donations from CAP OC vehicles; safely sort, organize and store food and supplies.
- Perform routine safety inspections of kitchen, office space and grounds; advise Center Manager of any unsafe conditions and recommend corrective actions.
- Other duties as assigned.

### **THE IDEAL CANDIDATE HAS KNOWLEDGE AND EXPERIENCE IN**

- Learning and adhering to an employer's standards, values and upholding the employer's culture while demonstrating a positive attitude towards all staff, participants, volunteers, management and community.
- Working with and serving a diverse population that may have English as a second language, and handling confrontation in a calm, nonthreatening, professional and firm manner.
- Working with staff, agencies, volunteers and participants from culturally diverse and social economic backgrounds, ethnic groups and ages.
- Safely driving a class C truck to make timely pickup and delivery of food and supplies, following all traffic laws and in different climate conditions.
- Understanding employer led safety protocols and practicing safety protocols on a daily basis.
- Working effectively within demanding time constraints and/or multiple tasks.

### **IDEAL CANDIDATE MUST BE**

- Customer service oriented: Consistently provide excellent customer service in a manner reflective of the spirit of the Agency's Mission, Vision, and Promise, develop and maintain rapport with staff, agencies, vendors and participants from culturally diverse backgrounds.
- Self-Aware: Ability to stay calm, non-confrontational and defuse an escalating situation, knowing when to bring in additional staff to have a successful conclusion of situation.
- Ethically Focused: Understand ethical behavior and business practices and ensure own behavior and the behavior of others are consistent with these standards and aligns with the values of CAP OC.
- Inclusive: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational and program effectiveness.
- Work focused: Be detailed oriented while working accurately and efficiently on a consistent basis without assistance; have availability to work a flexible work shift, weekdays, weekends and evenings.

- Organized: Must possess excellent planning and organizational skills to develop and implement action plans while working effectively within demanding time constraints and multiple tasks.
- Safety focused: Understand and follow CAP OC safety protocols, including safe driving and safe food handling, while practicing all safety protocols on a daily basis
- Language skilled: Demonstrate a clear, concise and effective command of the English and Spanish language and have ability to translate orally and in writing from/to English and Spanish.
- Mathematical: Perform mathematical skills sufficient to create, compose or compile information on a computer or forms for reports and/or presentations.
- Computer literate: Familiarity with Microsoft Office (Word, Excel, Outlook, PowerPoint and Access). Familiarity with use of office equipment (printers, fax machine, projector, etc.) and portable devices (iPad, cell phone, etc.).

### **EDUCATION AND EXPERIENCE**

BA/BS or AA degree preferred with 1 – 3 years' experience in community services and/or programs or homeless services and programs.

### **TRAVEL**

Possess a valid California Driver's License with a driving record that meets minimum standards established by CAP OC insurance carrier, proof of vehicle insurance, access to a vehicle and willingness to drive/travel when required.

Typically, travel is typically local during the business day within Orange County, neighboring counties, and CAP OC locations. The incumbent will use a CAP OC vehicle and may be required to use own personal vehicle. Possible travel may be during evening hours and possible out-of-the-area and overnight travel.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to bend, stoop, reach, pull, push, stand, kneel, sit, twist, turn, stand, walk, bend at the waist, talk and hear, vision abilities include close vision, distance vision, color vision, ability to adjust focus, prolong manual dexterity of wrist and fingers, and prolong computer work. While performing kitchen duties, the employee is regularly exposed to prolong periods of standing, bending, use of fingers, hands and arms, exposure to extreme heat, steam and cold present in a kitchen environment, food preparation equipment and sharp objects. The employee must regularly lift and/or move objects up to thirty (30) pounds. The employee will be called upon to work outdoors in varying temperatures and weather conditions. Employee will experience prolong periods of both sitting and/or standing in the office environment and while attending CAP OC sponsored events.

### **HOW TO APPLY**

Please Apply at Community Action Partnership of Orange County's website at [www.capoc.org](http://www.capoc.org).

### **MEDICAL EXAMINATION AND BACKGROUND CHECK**

A medical examination is required of each new employee whose physical condition must meet the minimum requirements prescribed for the position. In addition, prospective employees must pass a pre-employment physical, drug screen, Live Scan and background check. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **THE PROMISE OF COMMUNITY ACTION**

Community Action changes people's lives, embodies the spirit of hope, improves communities, and a makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

