



**POSITION:** Resource Center Manager

**DEPARTMENT:** Economic Advancement – Reports to the Director of Economic Advancement

**PAY RATE/FLSA CLASSIFICATION:** \$53,380 to \$54,600/year – Exempt

**JOB SUMMARY:** The Resource Center Manager provides administration and supervision for all association housing stabilization programs and financial assistance programs. The Resource Center Manager holds the primary responsibility of implementing and overseeing day-to-day services of the YWCA Resource Center programming. This role requires excellent communication skills, the ability to interact with a wide variety of individuals and groups, and the ability to lead a team. The individual in this role must be skilled in written and verbal communication, possess a high analytical ability, and operate independently.

**BENEFITS:** YWCA Greater Pittsburgh offers a generous and competitive benefits package including:

- Medical, dental and vision benefit options
- Paid life insurance
- 10 paid holidays
- Up to 26 days of paid time off (within first year of employment)
- Employee assistance program
- 403 B
- Professional development opportunities

**MINIMUM QUALIFICATIONS:** Associate's Degree with five (5) years relevant experience and one (1) year supervisory/management experience OR Bachelor's Degree with three (3) years relevant experience and one (1) year supervisory/management experience OR Master's Degree with one (1) year relevant experience and one (1) year supervisory experience.

**KNOWLEDGE, SKILLS & ABILITIES:**

Knowledge of:

- Housing stabilization, rental assistance, and emergency basic needs programming.
- Local, state, and/or federal resources and safety net programs.
- The role systemic racism plays in shaping communities.

**Interested individuals can submit an application, cover letter, and resume to:**

<https://recruiting.paylocity.com/recruiting/jobs/All/88e5aa3f-3f08-4780-a497-77b5d386b97e/Young-Womens-Christian-Association-of-Pittsburgh>

Skills in:

- Analyzing program data and developing reports.
- Writing formal and technical letters, reports, and procedures.
- Microsoft Office software (including Excel, Word, PowerPoint, Teams, SharePoint, and Outlook).
- Managing a team delivering social services.
- Case management, including developing rapport, motivation building, and coaching participants to meet their goals.

Ability to:

- Manage programs with limited oversight.
- Interpret, apply, and explain federal and agency regulations, policies, and procedures.
- Develop agendas and lead high-impact meetings.
- Tactfully mediate conversations between different program stakeholders, including those that might involve sensitive issues related to equity and access to housing and services.
- Effectively lead a team and motivate employees to reach their highest potential.
- Effectively communicate verbally with both individuals and groups, including program participants, property owners, DHS and other partner agency staff, and external stakeholders.
- Maintain a valid driver's license.
- Work occasional weekends and evenings, as needed.

**ESSENTIAL JOB FUNCTIONS:**

- Provides management and supervision of all Resource Center programs and program staff including, but not limited to, Housing Stabilization Programs and Financial Assistance Programs, using a trauma-informed, housing-first, and culturally sensitive lens.
- Oversees the smooth and effective operation of program procedures such as referrals, intakes, case management services, as needed.
- Monitors daily grant administration and tracks grant spending in all programs.
- Monitors established program goals and outcomes; adjusts as needed.
- Oversees client database(s), including AHSC and HMIS, for the purpose of collecting, evaluating, and reporting relevant client information and data, ensuring excellent data quality in all programming.
- Ensures compliance with all grants and local, state, and federal funding and reporting requirements.
- Participates in budget development, implementation, monitoring, and management.
- Maintains and updates program process manuals.
- Attends meetings with funders to maintain current knowledge of regulations, policy changes and computer software updates. Oversees the collection and maintenance of information for monthly, quarterly, and annual reports to funders and associations.
- Maintains comprehensive and current knowledge of community resources.

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- Participates in supervisory duties consisting of performance appraisal preparation, staff, intern and volunteer training and development, recruitment and selection, and service outcomes.
- Creates and assists in the development of forms and resource materials for programs.
- Maintains high levels of confidentiality when working with sensitive and personal client, vendor, employee, and contract information.
- Displays consistent professionalism and courtesy when interacting with internal and external customers.
- Promotes and supports the mission, imperative, values and goals of the YWCA, maintaining high performance standards.
- Participates in professional development opportunities successfully implementing new skills, knowledge, and procedures.
- Performs other such duties as may be assigned within the scope of the Resource Center and Housing departments.

### **ABOUT YWCA GREATER PITTSBURGH:**

Founded in 1867, YWCA Greater Pittsburgh is a member of a nationally recognized movement with a mission to eliminate racism, empower women, and promote peace, justice, freedom, and dignity for all. As a social justice organization, we have a deep commitment to tackling gender inequities and systemic racism; particularly in the places where these systems intersect. We provide direct services, empowerment programming and advocacy to support individuals and families, especially women and girls of color. We strive to become a model nonprofit workplace for a diverse workforce, ensuring that all staff members are paid a living wage and offered competitive benefits, and meaningful opportunities for professional development and career advancement.

### **MISSION IMPACT:**

YWCA Greater Pittsburgh employees work together to promote racial justice and reduce race and gender disparities. We deliberately address the challenges and celebrate the triumphs of living at the intersection of race and gender. As a member the YWCA Housing team, you will have the opportunity to support and advance our mission of eliminating racism and empowering women by providing housing coordination, financial assistance, and resources to support marginalized individuals and families, especially women and girls of color, while working to challenge structural barriers to equity.

***Equal Employment Opportunity Policy:*** *YWCA Greater Pittsburgh will not discriminate against any applicant or employee on the basis of age, sex, sexual orientation, race, color, creed, ethnicity, origin, or citizenship, disability, military or veteran status or any other legally recognized protected basis under federal, state or local laws, regulations or ordinances.*

*Applicants requiring reasonable accommodation to the application should notify a representative of the Human Resources Department.*

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