

Resource Coordinator

Overview of On The Rise, Inc.

On The Rise, Inc. (OTR) is a dynamic Cambridge, MA-based non-profit founded in 1995 that serves women, trans, and non-binary people currently/formerly experiencing homelessness throughout the region. Our Safe Haven day program provides a space where participants can meet some of their tangible needs, such as taking a shower, receiving their mail, or doing laundry, as well as meet one-on-one with advocates to work on longer-term goals. The Keep The Keys program supports our participants as they transition into stable housing and the opportunities and challenges that presents. Our innovative approach supports our participants' initiative and core strengths to help them find safety and discover new possibilities. OTR is committed to social justice, dismantling oppression, and striving to be an anti-racist organization.

At On The Rise, the core of our work is building authentic, long-term relationships with program participants. Through these relationships we foster the trust and belonging that is foundational to people's feelings of agency, empowerment, and safety in community. Program participants display enormous strength and ingenuity in coping with challenges such as homelessness, domestic violence, mental illness, the after-effects of childhood abuse, involvement in the legal system, systemic oppression, and intergenerational trauma. We work to meet people where they are and follow their self-determined visions of success as they navigate structural barriers and challenges. We strive to create a low-threshold environment where people can bring their whole selves, while also holding each individual accountable to the community.

Hours, Activities, and Responsibilities

The Resource Coordinator's primary responsibility is to ensure the timely, dignified, and effective provision of direct assistance resources to program participants. This includes coordination of over \$100,000 worth of purchased and donated goods annually, including food, clothing, hygiene products, and other basic needs. Acting as a hub of knowledge and connections, the Resource Coordinator ensures that program goods critical to carrying out our mission are available and ready to be distributed.

OTR's normal business hours are 8:00am–4:00pm on weekdays. There may be some schedule flexibility required to supervise regular onsite volunteer activities. The role includes routine tasks such as inventorying supplies, scheduling and receiving lunch donations, communicating with in-kind donors, and managing volunteers. However, each day in the Safe Haven looks different and the Resource Coordinator may find themselves working directly with program participants on a special request, coordinating with a restaurant to donate extra food, or planning a community event.

The core work of OTR's programs is relationship building and this extends to support roles like the Resource Coordinator. Creating opportunities for authentic, mutual, bounded relationships is a key responsibility of the role. Effectively meeting the tangible needs of our participants builds a strong foundation for relationships that lead to long-term, broad-based support.

The Resource Coordinator is a member of the three person Operations Team that provides overall organizational support and reports to the Director of Finance and Operations. The position primarily interfaces with the Safe Haven Program Manager, the Keep The Keys Program Manager and the Development and Communications Department.

The Resource Coordinator position sits in the Operations Department but works closely with the Program Team and directly with program participants to ensure the effective delivery of resources to the program.

Duties include:

- Coordinate the procurement, storage, and distribution of all in-kind donations
 - Maintain inventory and collaborate with program participants and advocacy team to identify seasonal needs and maintain ongoing purchase requests
 - Collaborate with Development and Communications department to procure donations from community members
 - Manage relationships with external agencies who also provide donated clothing and hygiene products
 - Reply to inquiries, schedule, receive and organize in-kind goods
 - Coordination and support for Moving Home Drives (managed by the Keep The Keys Program Manager) for participants who receive housing

- Oversee the recruitment and stewardship of food programs
 - Manage Safe Haven food purchase orders and inventory
 - Manage Lunch program
 - Monitor the Meal Train calendar to ensure lunch donations are occurring, and send thank you notes to lunch donors
 - Initiate new partnerships with local restaurants to procure donated meals
 - Oversee monthly grocery store gift card distribution

- Supervise onsite volunteers
 - Plan and coordinate volunteer activities; includes evening work (Mondays) and occasional weekend support (up to 1 Saturday per month)
 - Collaborate with the Development and Communications team to publicize volunteer opportunities and recruit community volunteers

- Administrative tasks in partnership with Ops Associate
 - Answer phones and facilitate participant requests
 - Facilitate data entry of in-kind goods and services
 - Event planning support for program events and activities (managed by the Safe Haven and Keep The Keys Program Managers)

Who we are looking for:

The ideal candidate will be prepared and eager to engage with a variety of people, including program participants, donors, vendors, and other community members. They will have excellent project management and customer service skills and be able to balance multiple tasks at once. They should be willing to pitch in where needed and see areas and processes for improvement. The position requires both desk time at a computer and significant time standing. Frequent climbing of stairs and carrying up to 25 pounds is required. **A valid driver's license is required.**

The following qualities are essential for a strong Resource Coordinator.

Mission and Values:

- Commits to OTR's mission and values of relationships, self-determination, wellbeing, safety in community, inclusion and diversity, and anti-racism and anti-oppression.
- Dedication to OTR's tenets of harm reduction, trauma inclusion, relational-cultural theory, strength-based de-centered practice, a wellbeing approach, and anti-oppression frameworks.
- Personal experience of trans and/or non-binary gender identities or experience working with and being in relationship with trans and/or non-binary individuals.

- Participates in employer-sponsored activities acknowledging, confronting, and dismantling racism and other issues of oppression and examining the impact of racism on themselves, on OTR, and in the community at large.

Teamwork and Collaboration:

- Works effectively and collaboratively within the Operations team to provide comprehensive support to the organization.
- Balances self-directed work and initiative with open communication and transparency between team members.
- Actively supports, challenges, and communicates with teammates and receives support and challenge with openness, curiosity, and humor.

Relationships and Boundaries:

- Builds authentic relationships with program participants, fellow staff members, and outside collaborators.
- Maintains appropriate boundaries by continuously examining the motivations and impacts of decisions.

Initiative and Agency:

- Exercises independent judgment and creativity in problem solving.
- Like all OTR employees, exhibits the flexibility required in a small organization, openness to change, and seeks out resources for personal and professional growth.

Skills and Expertise:

- Bilingual in Spanish or Haitian Creole ***preferred and prioritized***
- Prior work experience in administrative roles or in the human services or related fields is a plus. History of homelessness or other significant life challenges may also qualify as prior experience.
- Excellent time management, prioritization, and communication skills. Bilingual a plus.
- Tech savviness, especially with Google Workspace, is a quick learner, and an ability to effectively train others in new technologies.

Hiring Process, Salary, and Benefits:

- **To apply:** Submit a cover letter and resume to hring@ontherise.org. Applications without a cover letter will not be considered.
- **Salary Range:** \$43,000 to \$50,000, commensurate with experience and qualifications. This is a full-time, salaried non-exempt position.
 - **Starting Bonus:** \$1,500 starting bonus, less applicable taxes and withholdings. Half to be paid after 30 days of start date and half to be paid after 60 days of start date.
 - **Additional annual compensation** of up to \$1,500 for language proficiency in our target populations: Spanish, and Haitian Creole.
- **Hiring Timeline:** Applications will be accepted through March 17th. First round interviews will be held virtually between March 13 and March 20. Second round interviews will be held in person between March 20 and March 24. It is On The Rise's hope that the hired candidate begins work by April 3.
- **Generous benefits package including:**
 - 75% employer sponsored health and dental coverage
 - Up to 5% retirement plan employer contribution
 - Annually 15 vacation days, 12 sick days, 12 paid holidays, 2 personal days
 - 100% employer paid short-/long-term disability plans, life insurance, and paid family and medical leave benefits
 - Regular licensed clinical supervision provided onsite

On The Rise recognizes the importance and benefits of diversity in the workplace and the community. We are an AA/EOE, and we strongly encourage people who are bilingual/bicultural, people of color, people with disabilities, members of LGBTQ/T communities, trans, and non-binary people to apply.

OTR is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. To request reasonable accommodation, contact hring@ontherise.org.