

Scarlet Hope[®]

Resource Center Coordinator

Roles and Responsibilities

Reports to: Executive Director SH Louisville

Location: Louisville, Kentucky

Scarlet Hope exists to share the love and hope of Jesus with women in the adult entertainment industry (AEI). Scarlet Hope seeks to provide trauma-informed, strengths-based services that empower individuals to take the steps they want toward self-sufficiency.

The Resource Center Coordinator (RCC) is a part-time position that supports the overall atmosphere, efficiency, and Programs of the Louisville Resource Center. The RCC will have three main areas of responsibility: (1) Operations and Facilities, (2) Intake Coordinating, and (3) Client Care.

Job Responsibilities

Operations, Facilities, and Administration

- Ensure the Resource Center is well maintained: cleanliness, hospitality, and in proper working order
- Oversee the Front Desk Volunteer team: scheduling to the coverage needs of the Programs within the Resource Center, training of new team members, cultivating both the education and caring for volunteers
- Ensure facility maintenance is handled in a timely and efficient manner
- Manage the preparations of the building for clients in both Outreach and Discipleship Programs
- Collaborate with staff to meet office supply needs (Including tech inventory, routine office supply ordering, etc.)

Intake Coordinating

- Oversee client intakes
- Train volunteers on intake processes
- Ensure trauma-informed best practices are utilized in Intake processes
- Collaborate with the Case Management staff to ensure Outreach guests and clients receive proper care

Outreach and Client Care

- Assist in the maintenance and continued development of Scarlet Hope Louisville's resource partner list
- Manage the client webpage email account (virtual intake)
- Assist Case Manager in providing the resource needs for Outreach guests and clients
- Lead Club Outreach bi-weekly
- Support the Text Outreach efforts as Staff Lead on rotation with other team members

Other responsibilities asked of Scarlet Hope Louisville Staff

- Participate in weekly Scarlet Hope and CDP meetings, trainings, and retreats as requested
- Aid in annual Scarlet Hope fundraising and promotional events
- Meet regularly with the Outreach and CDP Directors
- Accomplish other duties as assigned by the Outreach Director and Executive Director

Week at a Glance

Alternating Bi-Weekly Schedule with 2x month serving on Outreach

Monday: 12-5 pm (Administration)

Tuesday: 12-5 pm (Intake)

Wednesday: 12-5 pm (Intake)

Thursday: 12-5 pm (Intake *Week 1*)

5 pm-Midnight (Text and Club Outreach Programs *Week 2*)

Friday: 12-5 pm (Intake)

Flexibility is a vital aspect of the role of the Resource Center Coordinator. There will be miscellaneous tasks and responsibilities that may be assigned to you to ensure the accomplishment of the Scarlet Hope mission. It will be essential that you view your role as being a flexible member of a team. We are excited and thankful for your skills and gifts.

Desired Work Characteristics and Skills

- **Loves Jesus above all else**
- Critical thinker acting with discernment and timeliness while organizing priorities and time management
- Communicates clearly (both verbal and written) and persuasively as needed in teamwork and collaboration
- Flexibility with growing and changing program needs—a willingness and openness for development and process improvement
- Detail-oriented, able to build processes and systems
- Ability to multitask, organize, discern and problem-solve creatively so that problems remain solved

Requirements and Qualifications

- Associate's degree in human services, education, counseling, or psychology (*Preferred not Required*)
- 1 or more years of experience working with a vulnerable population
- 1 or more years of experience in training, mentoring, or teaching
- Experience working for a non-profit/Christian ministry is preferred