



Monarch School Project Resource Center Coordinator

Monarch School Overview

Monarch School Project nurtures resilience in unhoused youth and their families. We empower students to influence their own growth in the areas of academic success and social-emotional learning and we reinforce the existing strength of families so that students can thrive in school and in life. Monarch School is a K-12 public school providing up to 300 students daily with a WASC-accredited education, mental health support, social engagement opportunities, college and career preparation as well as basic necessities. Monarch School is a public-private partnership between the San Diego County Office of Education and the nonprofit, Monarch School Project (MSP), a 501(3) corporation. For more information, please visit www.monarchschoools.org.

Position Summary

The Resource center Coordinator at Monarch School Project will work in conjunction with the front desk receptionist, Family Liaison and the Family Resources coordinator to best support all Monarch care takers, students, and alumni. The duties will be administrative in nature; however, critical customer service skills will be required to manage and maneuver through the day-to-day interruptions, and fluctuating priorities and projects that will arise.

Priority accountabilities include:

- Ensures effective communication to all stakeholders.
- Keeps the Resource Center clean and tidy at all times.
- Provide case management for caregivers.
- Create logs and fliers as needed.
- Be responsible for information displayed in the bulletin boards.
- Create a Monthly parent Calendar of events.
- Oversee all aspects of the Resource Center

Reporting Relationship

The Resource Center Coordinator reports directly to the Family Engagement Team Lead, however, this position works closely with all team members and must be an impactful collaborator and communicator with Monarch's students, families, callers, and visitors.

Supervisory Responsibilities

The Resource Center Coordinator will not have any supervisory responsibilities.

Position Responsibilities and General Responsibilities

The incumbent in this position will perform the following duties and responsibilities along with other duties that may be assigned:

Position Responsibilities

- Manage and oversee activities in the Parent Resource Center, ensuring the space is inviting and resources are up-to-date
- Provides one-on-one case management for caregivers to access resources both on site and with community partners including agencies referrals
- Coordinates with partner agencies support caregivers enrolled in the Monarch with housing vouchers
- Assist parents/caregivers with filling in Monarch School Parent Request and Monarch Shelter/Housing forms.
- Follow up with parents/caregivers in a timely manner.
- Complete HMIS intakes, administer VSPIDATs and maintain HMIS queue for clients
- Creates and updates monthly parent/caretaker calendar
- Sends out flyers and updates to the caregiver community for outside resources and community events
- Coordinate and manage the weekly Love Does grocery distribution
- Assist the team with all caregiver events such as Family Dinners, monthly Farmer's Markets, Back to School Night etc.
- Coordinates laundry schedules for parents
- Restock cabinets and pantry at the resource center as needed with hygiene products, clothes, donations etc.
- Support with coordinating caregiver classes
- Maintain up-to-date case notes and attendance records for services provided for caregivers
- Provides written and oral Spanish translation for students, parents and staff as needed
- Serve as a role model to students by setting the highest standards of professional and personal conduct, honesty, integrity and ethical behavior and ensuring that "Students Come First" at all times.
- Protect students' and caregivers' rights, safety, health, privacy, welfare, and best interests at all times.
- Exemplify Monarch's Core Values of Community, Relationships, Strength and Healing
- Support parents in behavioral and educational meetings as needed
- Assist in student supervision as needed

General Responsibilities

- Possess a detail-oriented mindset and talent for meticulous administration of tasks.
- Consistently maintain exemplary interpersonal relations.
- Ability to work in a fast-paced environment and maintain a sense of urgency, remaining calm under pressure.
- Performs other clerical duties as needed, such as filing, photocopying, and collating, and administrative projects as assigned.
- Serves as a role model to homeless and "at-risk" students by setting the highest standards of professional and personal conduct, honesty, integrity and ethical behavior and ensuring that "Kids Come First" at all times.

Education and Experience

- High school diploma is required, and 2 years of related experience is preferred.
- Demonstrated organizational skills.

Preferred Skills

- Successful management of a high-volume reception area.
- Strong service mindset, high-energy, innovative thinking and creative problem solving.
- Professional demeanor, able to handle confidential information, calm presence.

Certificates and Licenses

- A valid California driver's license is required.

COVID-19

Monarch School Project employees must be fully vaccinated against COVID-19 and provide proof thereof, or receive an HR-approved medical or religious exemption. You are required to comply with the vaccination documentation requirements as soon as practicable and as a condition of employment. If you wish to be considered for a medical or religious exemption, you are expected to request an exemption in writing by emailing HR@monarchschoools.org as soon as possible.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to outdoor weather conditions. The noise level in the work environment is usually moderate.

Equal Opportunity Employment:

Monarch School Project is committed to non-discriminatory hiring practices that are focused on equity and inclusion and that balance experience and education as qualifications. MSP provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, genetics, national origin, protected veteran status, disability status, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Job Status and Compensation

This is a full-time, permanent, and hourly position, with pay starting at \$21.00 to \$24.00 per hour.

Competitive benefits package includes: Paid Time Off (PTO) starting at three weeks per year, eight paid holidays, five weeks of paid school breaks per year, Medical, Dental, Vision, and Life insurances funded by Monarch, FSA

with employer contribution, 401(k) with 100% match of up to 6% of salary, Employee Assistance Program (EAP), parking and transportation reimbursement, and a \$2400 per year Education Supplement Benefit that can be used for tuition reimbursement, student loan reimbursement or 529 College Savings Plans.

Application Process

Interested candidates should email a resume, cover letter, and one letter of recommendation to HR@monarchschoools.org with “**Resource Center Coordinator**” in the subject line. This position will remain open until filled.