



## Job Description

**Job Title:** Service Connector  
**Reports to:** Community Relations Director  
**Salary Range:** \$18 - \$20/Hour  
**Location:** San Francisco

### Organizational Overview

Success Centers (SC) is a non-profit corporation founded in 1983 by Superior Court Judges who saw the need to improve the educational and vocational outcomes for youth engaged with the juvenile justice system. Since then SC has grown to provide comprehensive workforce development and education services to youth and adults who face multiple barriers to career development. SC envisions a vibrant and just society that inspires individual transformation, and understands the key role that workforce development plays in creating meaningful and productive lives.

Working in collaboration with the SF Office of Economic and Workforce Development the SCSF manages the Western Addition Neighborhood Access Point to provide job development and employment placement services to over 300 youth, adults and seniors annually. SC partners with multiple stakeholders including providers within the OEWD system, District 5 leaders and businesses, community residents, and staff with workforce expertise to design and implement effective services

### Position Overview

The key responsibilities of this position are to build and maintain positive relationships with a range of organizations, community leaders, businesses, churches and Residents, while marketing the agency's services. The Community Liaison will be responsible for handling request from the community to participate and coordinate community events. Will serve as a mediator in resolving issues that arise in the Career Center with the community we serve.

The Service Connector facilitates and implements supportive services to the residents of affordable housing developments as delegated by an established Resident Services program model. They collect and record data to measure program outcomes, identify human and community service needs of residents, develop strategies to link residents with needed services, including assistance in overcoming various barriers that might impede access to services and build community partnerships that bring services and notice to the property; ambassador/advocate of the property, seeking volunteers and volunteer opportunities. When other services are not available they may deliver direct services they actively participate with other staff working toward resident stability. (Greater than 36 units.)

**Primary responsibilities will include the following:**

- Rapport building with residents, businesses, schools, CBO's, and corporate sponsors.
- Collaboration with team members and project partners.
- Assist with community events to continue to build positive relationships among all parties.
- Work closely with the job readiness consultant to provide opportunities for job training and jobs for residents
- Assist with outreach and recruitment activities for Success Centers.
- Pursue partnerships with other agencies to collaborate in outreach within the Western Addition.
- Marketing through social media.
- Data entry and related documentation.
- Other duties as assigned.

**Qualifications**

- Bachelor's Degree preferred but not required, two to three years' experience in community development, social services or related field required.
- Experience conducting community assessments, applying the principles of conflict management, and organizing community groups, events, or programs preferred.
- Experience collaborating across programs preferred.
- Experience working with diverse cultures. Knowledge and experience with Western Addition community and public housing sites.
- Sensitive to working with at-risk families and clients of all ages, with multiple barriers including language, chronic unemployment, substance abuse, mental health, and other disabilities.
- Commitment to person-centered, strengths-based, and evidence-based practices.
- Excellent communication and interpersonal skills, both written and oral.
- Excellent organizational and time management skill, and attention to detail.
- Proficiency with computers and email communication; ability to learn the agency's customized software for care management.
- Demonstrated ability to work independently as well as part of a team.
- Exceptional skills in completing projects in a timely manner and prioritizing multiple projects to ensure the completion of essential tasks by deadlines.
- Ability to attend evening and weekend functions as needed.
- Ability to multi-task in a fast-paced environment.
- Positive attitude and solutions-based approach.
- Personal qualities of integrity, credibility, and a commitment to SC mission.

**How To Apply**

Please send cover letter and resume to [aowens@successcenters.org](mailto:aowens@successcenters.org). Success Centers values inclusivity and honors differences in race/ethnicity, gender, socioeconomic level, and sexual orientation. Candidates who will contribute to the diversity of our staff are encouraged to apply.