



POSITION DESCRIPTION

Position Title:	Worker Resource Center (WRC) Program Manager
Candidate:	TBD
Department:	Worker Resource Center
Supervisor:	Director of Food and Community Services
FLSA:	Full-Time/Hourly/Non-Exempt
Salary Range:	\$33.65
Effective Date:	TBD

OUR IMPACT

For over 50 years, Samaritan House has been leading the fight against poverty in San Mateo County. We're the only organization that delivers the full breadth of essential services and personalized support to the working poor. By ensuring our clients are fed, clothed, healthy, and housed, we help them create their own stability and remain an active, successful part of our community. After all, an enduring community is only possible when every person has the resources they need to live.

OUR CULTURE

We're passionate about providing our employees with a supportive work environment and experiences that help them grow. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and stellar work ethics. We welcome candidates who love working with people of diverse backgrounds and want to make a difference by fostering community care for our neighbors in need.

YOUR IMPACT

The Worker Resource Center (WRC), a program of Samaritan House, is a community-based employment resource that connects individuals seeking employment with employers seeking reliable workers. Under the supervision of the Director of Food and Community Services, the WRC Program Manager oversees the day-to-day operations of the Worker Resource Center, including supervising assigned staff, coordinating employment services, managing the facility, and ensuring high-quality service delivery six days per week.

The WRC Program Manager fosters a safe, welcoming, and respectful environment for clients, staff, volunteers, employers, and community partners. This position requires exceptional customer service, sound judgment, and a compassionate, solutions-oriented approach when working with individuals facing barriers to employment.

Working collaboratively with the Director, the WRC Program Manager ensures compliance with agency policies and funding requirements, strengthens employer and community partnerships, supports continuous program improvement, and helps expand employment opportunities while advancing Samaritan House's mission.

JOB QUALIFICATIONS

Please note our preferred and in some cases required qualifications for this position:

EDUCATION:

- Associate Degree from a community college in business administration, nonprofit management, human services or related field is highly desirable.

EXPERIENCE:

- 3+ years of progressively responsible experience in nonprofit workforce development, employment services, workforce programs, human services, or a related community-based organization.
- Bilingual and Bicultural Spanish speaker required to assist the majority Spanish speaking client population.

- Experience supervising employees, volunteers, or program participants in a nonprofit or customer service environment.
- Working knowledge of construction, landscaping, maintenance, and general labor occupations sufficient to assess employer requests, estimate labor needs, and facilitate appropriate worker placements.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Strong organizational, project management, and time management skills with the ability to manage multiple priorities and meet deadlines in a fast-paced environment.
- Excellent written, verbal, interpersonal, and relationship-building skills with the ability to collaborate effectively with employees, leadership, employers, volunteers, community organizations, educational institutions, vendors, and external partners.
- Strong analytical, critical thinking, and problem-solving skills.
- Strong technology proficiency including Microsoft Office Suite, Salesforce, Microsoft Teams, Zoom, and other database systems.
- Ability to maintain confidentiality while exercising sound judgment, professionalism, and appropriate boundaries in all interactions.
- Resourceful, adaptable, and able to work independently while collaborating effectively across departments.
- Valid California driver's license, proof of insurance, and ability to travel between Samaritan House locations.
- Flexible schedule including occasional evenings, weekends, or holidays as organizational needs require.

PHYSICAL REQUIREMENTS AND BACKGROUND CHECK

References will be conducted prior to employment. All staff must successfully complete a criminal background check. The position requires physical, visual, and auditory ability to perform essential job functions, maintain a safe work environment, and respond to emergencies with or without reasonable accommodation. Work may involve travel between agency locations and extended periods of sitting while performing computer-based tasks. The role requires frequent use of a computer, keyboard, and other office equipment to prepare reports, maintain records, and perform administrative work. The position also requires occasional lifting and moving of items weighing up to approximately 20 pounds.

ESSENTIAL FUNCTIONS OF THE JOB

Program Operations

1. Manage the day-to-day operation of the Worker Resource Center to ensure efficient, safe, and effective service delivery.
2. Coordinate daily program operations, including client flow, worker assignments, staffing requests, scheduling, and opening and closing procedures.
3. Monitor daily program performance and recommend operational improvements.
4. Ensure compliance with agency policies, contracts, grants, and applicable regulations.
5. Communicate operational issues to the Director in a timely manner.

Staff & Volunteer Supervision

6. Supervise, coach, train, and support assigned program staff.
7. Coordinate and oversee volunteers assigned to the Worker Resource Center.
8. Assign work, provide coaching, assist with onboarding and training, and monitor employee performance.
9. Participate in performance evaluations and corrective action in partnership with the Director and Human Resources.
10. Foster teamwork, accountability, professionalism, and excellent customer service.

Employment & Client Services

11. Assist clients with employment readiness through job search assistance, resume development, interview preparation, applications, referrals, and workforce navigation.
12. Identify new employment opportunities for Worker Resource Center participants.
13. Address client concerns and resolve conflicts in accordance with agency policies.
14. Connect clients with additional Samaritan House programs and community resources when appropriate.
15. Provide equitable, compassionate customer service while promoting compliance with Worker Resource Center expectations and agency policies.
16. Perform reception duties including greeting visitors and answering phones.

Employer & Community Partnerships

17. Develop and maintain positive working relationships with employers, contractors, homeowners, businesses, and community organizations.
18. Promote Worker Resource Center services throughout the community.
19. Identify opportunities to expand employment opportunities for Worker Resource Center participants.
20. Respond to employer concerns professionally and promptly.
21. Coordinate with City staff, businesses, neighborhood organizations, and community stakeholders regarding Worker Resource Center operations.
22. Represent Samaritan House professionally in community meetings and collaborative partnerships.

Administration & Compliance

23. Maintain accurate client records, Salesforce data, program documentation, reports, and required grant records.
24. Monitor required documentation for contract and grant compliance.
25. Support data collection and continuous quality improvement initiatives.
26. Report incidents and workplace injuries according to agency policy.
27. Maintain reliable attendance.
28. Participate in agency meetings, trainings, and special events.
29. Perform other duties as assigned.

HOW TO APPLY

Interested candidates for this position will be required to submit a cover letter and resume to:

SAMARITAN HOUSE HR Manager/Recruiter

4031 Pacific Blvd. San Mateo, CA 94403

E-mail: jobs@samaritanhousesanmateo.org Via facsimile: (650) 294-4336

No phone calls, please! Samaritan House is an equal opportunity employer. Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.

ACKNOWLEDGMENT

Please sign below in acknowledgment that you have received and understand the job description of WRC Program Manager

Employee Signature

Date

Supervisor Signature

Date

Vice President of Human Resources

Date