



Resource Specialist

The Women's Building (TWB) is a women-led community space based in San Francisco, CA that advocates self-determination, gender equality, and social justice. We provide services and programs to empower women, are the home to a variety of non-profit organizations, and are a community center with meeting spaces available for rent.

Objective: The Resource Specialist will greet, assist, and provide direction and information to clients, visitors, and other guests of the organization. The Resource Specialist will also form part of the fingerprint program by providing administrative and hands-on support as needed.

Responsibilities and duties:

- Must demonstrate a thorough understanding of The Women's Building and Global Refuge programs and services, and stay current with any updates or changes.
- Conduct fingerprint services digitally and on paper, ensuring all fingerprints are captured clearly and legibly to meet high-quality standards.
- Provide specialized support, information, and referrals to clients seeking services in the designated area(s), including but not limited to:
 - Family reunification
 - Shelter or affordable housing
 - Legal aide, including legal clinics
 - Workforce
 - Technology
 - Food Security
 - Wellness programs
 - Education
 - Medical/Mental Health
- Provide support to other programs/departments as needed, including but not limited to:
 - Administrative support
 - Event support
- Participate in relevant training opportunities to enhance skills and knowledge.
- Ensure proper communication, documentation, and administrative procedures are followed according to program policies and guidelines.
- Collaboratively staff the TWB reception area, ensuring coverage and support according to individual schedules and capacities. Responsibilities include:
 - Warmly and respectfully greeting visitors with sensitivity and understanding
 - Creating a welcoming environment
 - Utilizing de-escalation techniques
- Participate in TWB supervision sessions, staff and team meetings, and advocacy efforts, as well as annual review processes.
- Collaborate with other team members to develop holistic strategies for supporting client empowerment and well-being, with a specialized focus on women*.

Qualifications:



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- Education Training: High school diploma required.
- Licenses/Certifications: None.
- Experience: Previous experience in nonprofit and data entry preferred.
- Knowledge/Skills:
 - Bilingual (English and Spanish)
 - Cultural humility and experience in working with diverse populations, including communities of color, immigrants, LGBTQ+ communities, and persons of various ages, socioeconomic backgrounds, health status, and abilities
 - Excellent crisis intervention, critical assessment and analysis skills
 - Excellent verbal and written communication skills
 - Ability to work independently and as part of a team
 - Punctual, reliable, and highly organized
 - Computer Fluency (Microsoft Word, Excel, Google Workspace)
- Other:
 - Ability to pass FBI, CACI, and criminal background check
 - Ability to complete and pass a TB test
 - Ability to complete CPR certification
 - Ability to work on-site
 - Ability to remain in stationary, sitting, or standing positions for extended periods of time.
 - Ability to lift up to 25 lbs.

Desired Start Date: 08/11/2025 **Salary:** \$29.92 **Schedule:** M-F 9am-5pm

Location: This position requires you to work on site 100% of the time.

Benefits: Medical Insurance, Dental Insurance, Life Insurance, Vacation, Sick Leave, Retirement
Employer Match, Paid Holidays

Application Deadline: Please send cover letter and resume to vanessa@womensbuilding.org by August 1, 2025. Resumes without a cover letter will not be considered.