

PANOLA COLLEGE JOB DESCRIPTION

JOB TITLE:	Resource Coordinator	FLSA status:	Exempt
DEPARTMENT:	Student Services	REPORTS TO:	Title III Project Director
CONTRACT TERM:	Full-time, grant-funded position ending September 30, 2031		

Position summary: Panola College seeks a resourceful, compassionate, and organized professional to serve as the Resource Coordinator for the Student Success Hub. The Resource Coordinator will manage the Panola Pantry, coordinate institutional student resources, and direct students to community resources.

Position responsibilities:

- Manage the daily operation of student resources located in the Student Success Hub.
- Manage the Panola Pantry, including inventory, storage, distribution, student access, recordkeeping, donations, and coordination with campus and community partners.
- Work with Success Coaches and other appropriate staff to develop timely resource and referral plans.
- Provide direct student support through a holistic case management approach that recognizes the interaction of academic, financial, family, health, transportation, and basic-needs barriers.
- Coordinate access and referrals for tutoring, scholarships, emergency financial aid, child care assistance, fuel assistance, college mental health resources, and other available supports.
- Connect students with appropriate nonprofit organizations and local, state, and federal programs, and help students understand eligibility requirements and application processes.
- Assist students with applications, documentation, appointment scheduling, referrals, and follow-up needed to secure practical and temporary resources.
- Develop and maintain a current directory of campus and community resources, eligibility requirements, points of contact, referral procedures, and service availability.
- Collaborate with the institutional advancement to identify resources, coordinate emergency assistance, and respond to emerging student needs.
- Conduct outreach and provide students with clear information about available services in the Student Success Hub and how to access them.
- Document student contacts, needs, referrals, assistance provided, follow-up actions, and resource utilization accurately and promptly in approved college systems.
- Maintain appropriate confidentiality and comply with FERPA, college policy, ethical standards, and applicable grant requirements.
- Assist success coaches with cases as needed.
- Perform all other duties as assigned.

Minimum Position Requirements

- Bachelor's degree in counseling, human services, or a related field required.
- Minimum two years of experience providing direct services to students or clients that incorporates referrals to state, federal, and community resources.
- Experience coordinating basic-needs, emergency assistance, food pantry, social service, or student support resources preferred.
- Experience working with students or clients facing financial, family, transportation, food, housing, health, or other barriers preferred.

Knowledge, Skills, and Abilities Required

- Knowledge of community-based services and local, state, and federal assistance programs.
- Ability to assess immediate student needs, prioritize concerns, coordinate practical assistance, and make appropriate referrals while maintaining professional boundaries.
- Ability to work effectively with students from varied backgrounds and respond to sensitive circumstances with empathy, discretion, and respect.
- Strong organizational, inventory-management, documentation, follow-through, and time-management skills.
- Excellent written, verbal, interpersonal, and digital communication skills.
- Strong organization, follow-through, time-management, documentation, and caseload-management skills.
- Ability to use student information systems, customer relationship management systems, messaging platforms, videoconferencing tools, and standard office technology.

Physical Demands and Work Environments:

- Work is normally performed in a typical interior/office.
- No or very limited physical effort is required; however, the employee must occasionally lift and/or move up to 50 pounds.
- No or very limited exposure to physical risk.

Additional Information

This is a grant-funded position ending September 30, 2031. Continued employment is contingent upon the availability of grant funding.