



Working to end homelessness, one life at a time. THE CATHEDRAL CENTER

The Cathedral Center, Inc. Position Description

Job Title: Guest Services Coordinator
Reports to: Director of Case Management Services
Salary Range: \$30,000-\$32,000
Benefits: Health, dental and life insurance, 2 weeks paid vacation and paid holiday/sick leave, supported training opportunities (internal/external).

Job Summary:

Guest Services Coordinators are responsible for day to day services and operations for women and families temporarily residing in Cathedral Center's emergency shelter or Friendship House flexible housing program. These positions are responsible for ensuring day-to-day guest services are facilitated effectively, with consistency and compassion. Services include admissions, facilitating new guest orientations, ensuring shift summaries are completed and communicated and that building needs are identified and addressed. Each Guest Services Coordinator will support their respective Program Director in ensuring shifts are properly staffed, employees are trained, supplies are purchased, and program procedures are carried out with respect to client needs and program capacities, adhering to the agency's ethical principles and core values. This job is fast-paced, and no two days are alike.

All staff and volunteers at The Cathedral Center are expected to communicate professionally and respectfully with vendors, guests, partners, donors and co-workers. Both Guest Services Coordinator positions will primarily be first shift hours but may be required outside of first shift for staff meetings, trainings and assistance filling shifts during unexpected vacancies - with specific schedules determined by the program directors.

Job Duties:

The following are key responsibilities of the Guest Services Coordinators. Additional duties may be assigned to ensure effective teamwork within The Cathedral Center partnership:

Direct client services:

1. Conduct intake and orientation for all new guests.
2. Receive referrals
3. Triage basic needs of guests.
4. Crisis intervention with women and families experiencing homelessness or housing crises.
5. Facilitate group guest orientations
6. Collaborate with team to organize and arrange for outside activities for guests, as well as communicate weekly recreational, educational or employment related activities.

Data and Documentation:

1. Complete accurate, timely documentation of guest interactions and observations.
2. Emergency shelter GSC will support accurate, timely and complete WISP data entry
3. Track group attendance
4. Audit client files

Program Support:

1. Maintain appropriate inventory and purchase supplies
2. Provide front desk coverage and train front desk volunteers for check in
5. Managing client belongings and process
6. Complete shift summaries recorded during their shift.
7. Manage check-in/out procedures for all existing and new guests.
8. Actively participate in weekly staff meetings and guest case review, as requested.
9. Maintain a clean, uncluttered, safe physical environment for guests, volunteers and staff.

10. Assist with program evaluation and planning.
11. Collaborate with Cathedral Center's internal programs, as well as partner agencies.
12. Supervise volunteers as appropriate

Other duties as may be assigned by the Program Director and/or Executive Director.

Skills and Qualifications:

The ideal candidate for the Guest Services Coordinator position must be able to prioritize while remaining true to Cathedral Center's mission to provide a safe environment for women and families, while working to end homelessness one life at a time. Candidates must have 2 years of post-secondary education in a social service field and be able to communicate professionally and pleasantly via written word, phone and in person. The ideal candidate will have earned a bachelor's degree in social work or related field and have basic skills in EXCEL, Word and other Microsoft office software. Attention to detail and ability to work effectively with the public and diverse, vulnerable populations in a respectful and dignified manner are critical qualities. This position is open to all qualified internal and external candidates. Internal candidates must have reached six months of continuous employment at the time of application. Bilingual skills (English/Spanish) a plus. Candidates must be able to sit, stand, stoop and walk for extended periods of time, and be able to lift 15 pounds. All staff at The Cathedral Center are expected to work effectively both independently and in a team environment, and to become familiar with and utilize a trauma-informed approach.

Candidates for all paid and volunteer positions at The Cathedral Center must have been separated from services here for at least one year. All candidates for paid and volunteer positions at The Cathedral Center must be willing to have a background check conducted.

April 2019: JD/KH/DRM