



Job Posting

TITLE Programs Support Coordinator

REPORTS TO Manager of Intervention Services

JOB SUMMARY Monitor and assist in managing the day-to-day operations of the program service building. The position involves the very dynamic, active physical work associated with delivering program services (primarily food and clothing) to up to 100 participants a day, and ensuring smooth participant flow into and through all program service areas. This includes working with a variety of systems including an electronic lobby management system, daily appointment schedules and scheduling issues, a participant services database, volunteers, staff and participants. Will interface with a diverse population of participants, often in crisis, and must have ability to engage in assessment, de-escalation, and authoritative decision making as needed. Will serve as first responder to escalated participant situations.

CLASSIFICATION Part-Time, 20 hours per week, non-exempt

DUTIES/RESPONSIBILITIES

- Provide immediate assistance to staff, volunteers and participants in the day to day operations of all program service areas
- Manage participants arriving for appointments; directing flow throughout the building
- Ensure the smooth flow of participants between the two floors of the Program Services building and ensure services are received
- Respond to questions and resolve problems with Q-Flow, Service Slip System, and Homeless Management Information System (HMIS)
- Maintain regular and consistent communication with program services and volunteer management staff and volunteers
- Consistently demonstrate a positive and supportive approach to the participants and the community we serve
- Engage in assessment, de-escalation, and authoritative decision making as needed
- Serve as the first responder to escalated participant situations (both observed and as signaled by alert buttons) using program service emergency response procedures; and involve management team quickly
- Document Incident Reports, identify and address safety issues (i.e. fire alarms, elevator issues, snow issues, incidents, wet floors, kids), responding in accordance with established procedures
- Ensure program service building first aid kits, fire extinguishers and other safety equipment are checked monthly and re-supplied if required
- Initiate communication with staff throughout the day and take the lead in the afternoon shift meetings each day
- Support any program area as needed

KNOWLEDGE, SKILLS AND ABILITIES

- Bachelor's Degree in human services, non-profit management, sociology, psychology or related field strongly preferred; or relevant equivalent work experience
- Strongly prefer bilingual Spanish speaker
- Experience and understanding of issues faced by individuals experiencing homelessness or poverty preferred
- Must be proficient in electronic client database (HMIS) as well as lobby management software (Q-flow) and Service Slip System and within 30 days
- Must be certified in Mental Health First Aid Training; training will be provided by the agency within 90 days if needed
- Must be CPR certified within 30 days; training will be provided by the agency if needed
- Competency in boundary setting with clients and volunteers required, and must have excellent de-escalation and conflict resolution skills
- Must be a team player with exceptional interpersonal, communication, organizational and problem-solving skills
- Must work independently, exercise initiative, and demonstrate flexibility in managing time
- Basic competency in Word, Internet and Google (email, calendar and documents)

Email resume and cover letter to: jobs@theactioncenterco.org
Currently interviewing - please apply as soon as possible. Posting will remain open until filled.

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