

CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

TITLE: BFS Guest Intake Coordinator
PROGRAM: Brother Francis Shelter
STATUS: Full-time/Hourly/Non-Exempt
SUPERVISED BY: Program Director
UPDATED: April 10, 2023

JOB SUMMARY: This position is an integral member of Operations Team of Brother Francis Shelter, a homeless shelter with supportive services. The program strives to provide its services 24 hours a day, seven days a week to up to 120 male and female guests nightly in a manner that facilitates guests' feelings of safety, trust, and collaboration. As the first point of contact for guests, this position is responsible for welcoming guests and coordinating services within CSS, in addition to general administrative tasks of the shelter's operations.

QUALIFICATIONS

Competencies: Demonstrate dependability, maturity, and initiative. Ability to handle crisis situations and accomplish tasks assigned with minimal supervision. Excellent interpersonal skills. Must be able to maintain program/agency confidentiality and treat everyone with dignity and respect. Ability to set and observe appropriate personal limits and boundaries, especially with respect to shelter guests. Ability to relate positively to supervisor, fellow employees, and all shelter residents. Flexibility to deal effectively with a variety of people, situations, problems, and changes.

Education/Experience:

High school diploma or GED required with at least one year work experience in customer service or human services; a preference of experience providing homeless services.

Skills

Committed to collaboration and shared decision-making is a key part of leadership style. Desire to work with a variety of people, situations, and challenges to carry out the mission and purpose of the program. Demonstrated leadership, dependability, flexibility, and initiative. Must react effectively in crowded and stressful situations. Ability to provide supervision and training to guest volunteers, interact positively with other CSS staff members and clients. Appropriate interpersonal, written, and verbal communication skills. Team building skills. Ability to type on the computer. Knowledgeable in most Microsoft Office applications. Logistics skills to facilitate smooth operations of the shelter.

Duties & Responsibilities:

Program Administration

- Route calls to specific people
- Take and relay messages.

- Record incidents and infractions
- Coordinate intake for HMIS
- Identify other eligible services and coordinate within programs.

Guest Services

- Provide for the general welfare and safety of shelter guests and staff, and crisis intervention when necessary.
- Focus on preventing further crisis and avoiding re-traumatization.
- Facilitate choice, autonomy, self-determination of the guests.
- Assess participant needs and develop a plan of service led by client choice.
- Make referrals as needed.
- Coordinate access to the clothing room, move out closet, and customer service.
- Facilitate participant involvement in the in-house program.
- Refer qualified guests to Complex Care and Vocational Rehabilitation
- Refer and hand walk participants to 3RNC/case management.
- Identify in-house job interests.
- Identify chores each participant is interested in and able to do to assist with operations.

Community Engagement

- Answer inquiries about the shelter and its services
- Greet guests and visitors warmly and make sure they are comfortable.
- Ensure no one is left waiting at the front door.
- Ensure the front desk area is tidy.
- Interact with and support community volunteers while on shift.
- Process donations from the community

Other duties as assigned.

Physical Requirements: Must be able to lift up to 25 pounds.

Training Requirements: Agency and department orientation; First aid/CPR; de-escalation techniques; blood borne pathogens and any other updated training, as required. All staff meetings and in-service training as required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____