



Women's Services Coordinator

Full-time, Hourly

Position Summary:

The Catherine McAuley Center Staff provide a safe, welcoming environment to help individuals become engaged and take an active role in building a better future through innovative services. The Women's Services Coordinator provides support to residents and staff in the daily operations of CMC's housing programs and the CMC mission.

Accountability:

The Women's Services Coordinator is accountable to the Director of Women's Services.

Qualifications:

- Experience working with the female population, the homeless, and/or those experiencing co-occurring disorders.
- Ability to work evening and weekend hours and be on an on-call rotation.
- Valid driver's license and proof of insurance required.
- Demonstrate empathy regarding woman's individual history and experiences.
- Possess flexibility in role to meet the needs of clients and the agency.
- Demonstrates healthy communication and relationship skills.
- Ability to maintain confidentiality concerning volunteers, clients, students, children, and staff or agency business.
- Excellent written and verbal/oral communication skills.
- Strong interpersonal skills and ability to work effectively with others as part of a team.
- Ability to develop rapport with people of all ages, backgrounds, and economic resources, and to treat others in a friendly, courteous, and appreciative manner.
- Flexibility and ability to handle stress and new or undefined situations.
- Strong organizational skills with ability to prioritize projects and tasks.
- Ability to work with minimal supervision, take initiative, and manage multiple projects with changing priorities.
- Computer skills, including experience with Microsoft Office Suite and databases, and/or ability to learn new software and systems.
- Behave as a professional representative of CMC and communicate the mission and activities.
- Knowledge of and sensitivity to issues related to literacy, immigrants, refugees, women, poverty, and mental illness.
- Commitment to the CMC mission and the values of the Sisters of Mercy.

Responsibilities:

Coordinator

- Provide support as needed, included but not limited to filing, records management, maintaining ongoing staff communication documentation, preparation of intake materials and reviewing files for completeness and accuracy.
- Facilitate connections between clients and community resources.
- Complete necessary documentation utilizing designed documentation systems and maintain client files. This includes data entry of provided services, maintenance of supply stock and requisitions.
- Ensure facilities are fully operational and work collaboratively with Operations Coordinator to address facility needs.
- Implement crisis management skills as needed to address client's emergency needs.
- Perform duties as part of the On-Call rotation.
- Provide assistance and guidance with resident-led initiatives.
- Organize and distribute programming supplies for residents.

- Ensure daily facility operations are adequate to meet resident needs by cleaning rooms and shared living spaces.
- Reset and prepare living quarters and rooms in preparation for new residents.
- Work with residents to ensure chores are completed in a timely manner. Oversee daily program cleanliness and address concerns to ensure safe living environments through all residential services.
- Implement programming systems that are the responsibility of residents such as weekly chore distribution list, room check reviews.
- Provide accurate and up-to-date programming information to clients utilizing program communication systems.
- Provide transportation support to clients as needed.
- Identify community engagement activities and provide support for client involvement.
- Assist clients with moving in/out of housing locations.
- Process and distribute client mail daily.
- Respond to phone and email inquiries and appropriately delegate messages to other team members.
- Assist with the facilitation for groups as needed.

Public Relations

- Provide information to potential residents, volunteers, and community members about the services that Catherine McAuley Center offers.
- Collaborate with other service providers in specified initiatives (Veteran’s Stand Down, Point in Time, etc.).
- Assist with CMC fundraising and promotional activities as needed.

General Agency Duties

- Be able to explain CMC program information to students, clients, residents, volunteers and others in the community.
- Present a positive image of the Center and its programs.
- Provide direction, guidance and support to volunteers and interns as relevant to role, foster relationships with, and show appreciation for volunteers with whom you are in direct contact.
- Contribute to CMC newsletter, board/committee reports and other public information activities as needed.
- Assist with CMC fundraising efforts and serve on event committees as needed.
- Maintain clean and organized facilities including the storage and archives.
- Assist with the shared staff responsibilities for security of the clients/volunteers and building.
- Perform other duties as requested/assigned.

Physical Work Requirements

- While performing the duties of the job, the employee is regularly required to talk and hear.
- The employee is regularly required to stand, walk, sit for extended periods of time, work at a computer, and engage in repetitive hand and/or wrist movements
- The employee occasionally lifts and/or moves up to 40 lbs.
- The physical demands described here are representative of those that must be met by and employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read the job description and understand the responsibilities I am assuming in accepting this position.

Name

Date