



## Job Description: Seasonal Shelter Site Coordinator

---

Exempt: No

Status: Full-time

Salary: \$20/hr.

Date: August 2023

Prepared by: Joel Kilgour

Approved by: Executive Director

---

**SUMMARY:** The Site Coordinator is responsible for two seasonal programs: the Warming Center and Safe Bay. The Warming Center operates November-April as an overnight drop-in center for anyone experiencing homelessness, and Safe Bay operates April-November as a secure site for people experiencing homelessness and living in a vehicle. This position includes administrative tasks to ensure safe and effective operations of both sites, as well as onsite hours in the evenings and/or mornings working alongside support staff. The Site Coordinator must also be available on-call for emergencies.

Supervisors: Director of Stabilization Services & Stepping On Up Project Organizer

Part-time (minimum 25 hrs./wk.) will be considered.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned:

- Hire staff; schedule and facilitate staff orientation, and schedule training.
- Manage staff schedule and biweekly staff meetings, ensure all shifts are covered.
- Ensure that staff adhere to job requirements; conduct annual performance reviews.
- Maintain inventory of supplies and place orders as needed.
- Review and respond to staff log; review and respond to guest complaints and concerns. Be available to respond to crisis situations.
- Maintain regular communication with partners at HRA and Damiano Center, as well as other tenants of shared facilities.
- Work with HRA and Damiano Center maintenance crews to ensure needed repairs are made in a timely manner.
- Maintain communication with community partners that provide onsite services; look for emerging opportunities to bring new services to guests; maintain a calendar of services.
- Monitor weather reports and arrange for emergency hours if needed.
- Send weekly updates to community partners and work with Chum Director of Communications and Marketing to make sure public notice is given for opening and

closing of the season, emergency hours, or any substantial changes in the program.

- Maintain trespass list and develop behavioral contracts with guests who wish to be readmitted to the program.
- Maintain regular communication with Chum and Stepping On Up Outreach Workers and Health and Wellness staff in order to connect guests with needed support.
- Attend Community Intervention Group meetings and maintain communication with key community partners such as the Crisis Response Team and Duluth Police Department to problem-solve issues related to the behavioral health of guests.
- Facilitate volunteer orientation and manage volunteer schedules.
- Ensure client data is secure; deliver intake and sign in forms in a timely manner to Chum's Data & Operations Specialist.
- Conduct end of year review of protocols, including guest, staff, and provider input; complete end of season report with any recommended changes to the program.

#### **QUALIFICATION REQUIREMENTS:**

The Site Coordinator must be confident, able to show leadership to ensure operations are carried out in accordance with Chum values, and committed to building a culture of teamwork among staff, volunteers, and community partners. Must be dependable, willing to take on added responsibilities and respond to emerging needs, demonstrate honesty, fairness, and integrity. Must be able to communicate clearly and effectively both in writing and verbally. Must have a commitment to serving vulnerable members of the community with dignity.

#### **Preferred Education:**

- Bachelor's degree (B.A.) or equivalent from four-year college or university in social work, human services, chemical dependency, or related field; or equivalent combination of education and relevant experience.

#### **Minimum Education:**

- Associate of Arts (A.A.) or equivalent from a two-year college in social work, human services, chemical dependency, or related field; or equivalent combination of education and relevant experience.

#### **Experience**

- Applicants without a requisite degree will be considered if they have extensive professional or personal experience with homelessness, shelter operations, or similar.

## **Job requirements**

- Reliable transportation to and from work.
- Ability to make decisions and be effective under pressure.
- Ability to maintain composure in crisis incidents.
- Ability to communicate professionally and maintain professional boundaries with overnight staff, guests, providers, and others.
- Ability to maintain confidentiality.
- Knowledge or experience with low income & homeless populations preferred; lived experience of homelessness is helpful.
- Ability to wear a mask and maintain social distancing if required under CDC guidance.
- Covid and flu vaccines highly encouraged (currently not required)
- Must pass a background check

## **Required Trainings (*Provided by Chum/Stepping on Up.*)**

- **Substance use Disorder 101 and Overdose Prevention**
- **Mental Health First Aid**
- **Infection Control**
- **Trauma Informed Care**
- **Conflict De-escalation**

**TO APPLY:** Please send a cover letter and resume by e-mail to [chum@chumduluth.org](mailto:chum@chumduluth.org) with “Seasonal Shelter Site Coordinator” in the subject line. Resumes will be reviewed as received and the position will be open until filled.

**APPLY NOW**

***CHUM is committed to a diverse workforce. People of Color and people with lived experience of homelessness are strongly encouraged to apply.***