



Metanoia Site Coordinator Description

Reports to:

Operations Manager and Executive Director

Position summary:

As a Site Coordinator, you will hold a leadership position within our transdisciplinary team that works together to accommodate individuals' unique needs while providing trauma-informed hospitality and services in a flexible, compassionate, and responsible manner. Coordinators are responsible for overseeing and assisting with our Overnight Hospitality Centers while ensuring that The Metanoia Project's mission and protocols are upheld in a safe and consistent manner. Providing direct support and coaching to team members is a vital element of this position, ensuring that the highest quality compassionate care and understanding will be carried out by staff despite the obstacles they may encounter.

Essential duties and responsibilities:

- Demonstrate personal and interpersonal qualities that support the core values and mission of The Metanoia Project.
- Commitment to provide services in a manner that is welcoming and appropriate to the special needs of those affected by trauma and severe mental illness.
- Work to build an environment that is supportive and conducive to guests, as well as staff, growth and recovery.
- Complete all duties assigned on the coordinator checklist; complete and submit coordinator checklist in an accurate manner each shift.
- Ensure team members are completing and submitting checklists in an accurate manner each shift.
- Oversee our 3 site locations, covering shift absences as needed.
- Provide management, support, and coaching to your designated team. Check in with each team member during your shift and work to stay attuned to their needs for support. Ensure the team is taking initiative to build *compassionate* relationships with each guest throughout their shift while simultaneously enforcing guest rules and upholding metanoia procedures.
- Provide staff with updates and ensure staff notices are communicated and signed by staff in a timely manner.
- Take initiative to stay updated regarding community service providers, update communication and resource binders.
- Attend weekly Coordinator meetings and communicate issues, questions, and concerns. Provide information and recommendations to the Operations Manager and Executive Director regarding program evaluations and potential modifications to better meet guests, staff, and community needs.
- Ensure the building is set-up properly for guests to eat meals, have coffee, visit service providers, and sleep.
- Build *compassionate* relationships with guests while providing care, coaching, assistance, direct services and supporting program activities.
- Oversee outreach sheets and case management process, ensuring they are updated regularly and accurately. Identify guests who have not been reached and identify obstacles to guests' needs being addressed and met. Make efforts to circumvent obstacles that have been identified in individual guests that hinder their ability to form relationships and utilize services; reach out to designated individuals and agencies for support and assistance when needed.
- Stay accessible and visible to staff and guests during your shift.
- Oversight of multiple locations with the possibility of expansion.
- Perform other related duties as requested.

Required Qualifications:

- 2+ years of experience working within the homeless community and Bachelor degree preferred. (Social Work, Psychology, Liberal Arts, Management)
- Must have Reliable transportation to be able to travel between site locations.
- Experience with trauma centers, hospitals, or healthcare organizations is preferred.



- Ability to communicate and interact well with the general public, guests, and staff; ability to listen and process others' point of views.
- Proficient with attention to detail and effective planning, organizing, prioritization and project/time management skills to meet deadlines.
- Proven ability to maintain confidentiality
- Knowledge of resources available to those experiencing homelessness in the Cleveland area.
- Ability to work independently, manage multiple tasks, problem solve, and work as part of a cohesive and collaborative team.
- Must be available Nights and weekends.

Physical Demands/ Work Environment

- Local Travel required for site operations,
- Some heavy lifting moving of supplies

Details:

Employment Time Period: Seasonal, Operations Mid- November to Mid- April

Employment Type: Full- Time, Part-Time

Where: Ohio City, Old Brooklyn (3) site locations

Shifts: (6PM - 1 AM) and (1AM- 8AM)

**To apply, please send your cover letter and resume to jobs@projectmetanoia.org
Learn more about us at <https://metanoiaproject.org>**