

## Position : Manager of Guest Services



## *Sister José Women's Center*

### **About Sister José Women's Center:**

At Sister José Women's Center, we believe everyone can play a part in ending women's homelessness.

You'll fit in with our team if you're a determined optimist with a heart for women who are unhoused and alone.

Sister José Women's Center is a low-barrier center that provides women with a safe environment to recuperate from the daily struggle of homelessness and extreme poverty. The overnight program provides a safe space for women who would otherwise be sleeping outside. Sister José Women's Center is more than a place; we are a community built upon the values of compassion, dignity, and respect in a non-institutionalized setting. For many of our guests and their pets, we are home.

### **Job Summary**

The Manager of Guest Services creates a welcoming and safe environment for guests to receive services and connect with resources. The Manager of Guest Services will oversee the daily programs of Sister Jose, administer a case load. This position ensures compliance with applicable goals for programs according to the strategic objectives of the organization. The ideal candidate has a deep understanding of the day-to-day needs of the guests and staff, and a desire to compassionately serve the unhoused.

Reports to the Program Director. Supervises Program Assistants and Overnight Monitors.

### **Duties/Responsibilities**

May include but are not limited to the following:

#### **Program Management**

- Serve as an administrator of the Center.
- Create a sense of belonging in a welcoming environment that expresses appreciation and compassion for all guests, volunteers, staff, and donors.
- Provides floor supervision for daily activities of the Center.
- Works to mitigate guest, volunteer, staff conflict and reduce the incidence of verbal and physical aggression through immediate trauma-informed resolution.
- De-escalate adverse situations appropriately redirecting or initiating other measures to control behavior by providing appropriate intervention and conflict resolution.
- Ensure program services are trauma informed and serves guests in the overnight and daytime programs.
- Conduct orientations with new overnight program guests to ensure an understanding of Center policies.
- In cooperation with the program director, coordinate resources, programs, training, and educational opportunities for all guests.
- Responsible for carrying a case load and performing the duties of a case manager.
- In cooperation with the leadership team ensure proper and comprehensive onboarding, training, coaching. Maintains training and professional development records.
- Meets with guests one to one to assess needs and provide referrals and follow up.
- Reports safety and security needs or concerns to the Director of Programs and Director of Operations.
- Conduct regular one-to-one meetings with all staff supervised by this position.

### **Schedule**

Tuesday through Saturday – day and evening shifts

### **Required Skills/Abilities**

- Bachelor's degree in behavioral services or related discipline. (NOTE: A blend of relevant experience and education may be considered in lieu of degree.)
- Minimum of five years working in social services
- Supervisory experience
- Ability to prioritize tasks and multi-task.
- Strong communication skills – written and oral.
- Provide a safe and welcoming environment.
- Work cooperatively in a team environment.
- Dependable and reliable.
- Good sense of judgment and common sense.
- Familiar with HMIS, Coordinated Entry, Continuum of Care, DES, and mainstream providers of human services.
- Detail-oriented.
- Excellent customer service skills.
- Must be able to pass a background check.

### **Physical Requirements**

Qualified individuals must be able to perform the essential duties of the position with or without accommodation. A qualified person with a disability may request a modification or adjustment to the job or work environment to meet the physical requirements of the position. Sister José Women's Center will attempt to satisfy requests if the accommodation needed is reasonable and no undue hardship would result.

While performing the duties of this job, the employee is regularly required to walk, stand, climb, or balance, stoop, kneel, crouch, crawl and reach with hands and arms on a continuous basis. The employee must regularly lift and/or move up to 20 pounds, and occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus. Must have the ability to operate telephone, a desktop or laptop computer, as well as the ability to access and produce information from a computer, and to understand written information.

### **To Apply**

Submit letter of interest and resume to: Nicola Hartmann, Sister José Women's Center, 1028 S. Park Avenue, Tucson, AZ 85719 or email to [nicola@sisterjose.org](mailto:nicola@sisterjose.org).

*Sister José Women's Center is committed to a discrimination-free workplace and to providing equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, creed, religion, gender, gender identity, sexual orientation, national origin, age, pregnancy, a mental or physical challenging condition, marital or family status, amnesty, political affiliation, status as a covered veteran, or other protected characteristic in accordance with applicable federal, state, and local laws.*

*Sister José Women's Center offers a safe and compassionate environment that honors the dignity of all women.*