

# Evening Program Coordinator

## ORGANIZATIONAL INFORMATION

Georgetown Ministry Center (“GMC”) is a vibrant and growing nonprofit that provides services for chronically homeless individuals whose needs are often not met by the social services system. GMC operates two drop-in centers, conducts purposeful street outreach, and runs various winter programs that offer sanctuary from the streets. GMC’s unique presence in Georgetown makes us an essential part of the net of services to the city’s unhoused population. We seek lasting solutions to homelessness one person at a time.

**POSITION:** Program Coordinator

**Salary:** \$22/hour

**Hours:** 6:00 PM – 10pm, approximately **20 hours per week** when the Sanctuary program is in operation.

## JOB DESCRIPTION AND MAJOR RESPONSIBILITIES

Are you looking for a dynamic opportunity to have a meaningful impact on your community? Georgetown Ministry Center (“GMC”) is seeking a community focused Program Coordinator to support the community we serve at our Sanctuary Program. GMC Sanctuary Programs provide a safe and welcoming environment where individuals can seek respite during extenuating or emergent circumstances. The environment is dynamic, creative, and intentionally centered on the guest experience.

The GMC Sanctuary will open at least once per month, with additional openings as needed during times of increased community need (such as severe weather emergencies, heightened safety concerns within the unhoused community, or increased policing affecting unhoused individuals). This program supports individuals living outdoors by providing a safe haven and access to additional care and resources.

As Program Coordinator, you will maintain a consistent schedule that includes supporting and managing the Sanctuary Program. Responsibilities include but are not limited to:

- Create a welcoming environment that provides dignity and respect to our unhoused guests as we help to meet their daily basic needs and build community.
- Manage the shower, laundry as well as serve coffee, snacks and meet other basic needs of guests.
- Assist in training and supervising volunteers, delegating daily tasks to keep volunteers engaged.
- Ensure that the program sites are clean and supplies are restocked every day.
- Setting-up program area
- Assist individuals experiencing homelessness in Georgetown with connecting to appropriate resources and applying for identification documents, entitlements, and other benefits.
- Continuously assess and maintain a clear understanding of evolving guest needs to provide responsive, respectful, and client-centered services.
- Regularly implement skill-building and enrichment activities that promote engagement and create a positive, welcoming environment for clients.

- Leverage de-escalation techniques to prevent and resolve conflicts with guests.
- Track and record nightly service engagements, documenting all guests who access sanctuary every day.
- Communicated observations and concerns to staff and management during shift handoff.
- Monitored supplies and reported any shortages or maintenance needs.
- Actively build and cultivate an inclusive working space of peers, and guests alike.
- Be culturally aware of and responsive to ways implicit bias, personal identity and power dynamics impact guests, stakeholders, peers, and systems with the understanding to create a homogenous inclusive work environment.
- All other duties as assigned.

#### **MINIMUM QUALIFICATIONS:**

- Minimum Associates degree or some college
- Ability to work evening hours from **6:00 PM to 10:00 PM** during Sanctuary program operations.
- Availability to commit to a **one-week activation period** each time the Sanctuary program is opened.
- Ability to respond to **on-call responsibilities with a minimum of three days' notice** prior to program activation.
- Minimum of two, (2) years of experience working with individuals/families experiencing homelessness, behavioral health, substance abuse or similar issues with documented certifications
- Strong work ethic, positive energy and attitude, empathetic outlook, excellent written and verbal communication, and flexibility
- Commitment to service and passion for GMC's mission.

#### **DESIRED QUALIFICATIONS:**

- Preferred Bachelor's degree in human service-related field.
- Spanish proficiency preferred.

#### **WORKING CONDITIONS:**

- Must be able to lift and/or carry up to 50 lbs.

**To Apply:** Submit your resume and cover letter by email to [taylor@gmcgt.org](mailto:taylor@gmcgt.org) with "Program Coordinator" in the subject line.

***GMC values diversity in thought and experience and is committed to a diverse workplace. GMC is an Equal Opportunity Employer. We do not discriminate on the basis of race, color, religion, national origin, sex, gender identity or expression, sexual orientation, age, marital status, personal appearance, family responsibilities, genetic information, disability, matriculation, political affiliation, veteran status, or liability for service in the Armed forces of the United States. People of color, people with lived experience, veterans and LGBTQ+ persons are strongly encouraged to apply.***