



Operations Coordinator

Individual & Family

Mission Statement:

Father Bill's & MainSpring is committed to ending and preventing homelessness in Southern Massachusetts with programs that provide emergency and permanent housing and help people obtain skills, jobs, housing, and services. We help people who are struggling with homelessness or are at risk of homelessness to achieve self-sufficiency.

Father Bill's & MainSpring is a growing and dynamic social service agency with particular expertise in emergency and permanent housing, job training and placement, and prevention services for individuals and families in need. Over the next five years, our strategic focus includes an increase in affordable, permanent supportive housing, a more efficient model of care for families experiencing homelessness, commitment to an enhanced delivery model to reduce the need for shelter, and improved community relations in order to achieve these goals. Our staff are thoughtful and caring individuals who share our passion for these ideals and creative approaches to helping people improve their lives.

We offer a generous benefits package and a comprehensive orientation and training program, as well as ample opportunities for advancement for qualified individuals who show a commitment to our Mission.

Position Summary:

The Operations Coordinator will direct the day-to-day operations at the shelter; working in collaboration with the Operations Director/Manager, Services team and staff. This position directly supervises the Support Staff, Housing Site Support (where applicable), and Food Services. This individual must be able to work independently; prioritizing tasks, as well as, collaborate with managers and staff within and with other departments. Full time, flexible hours, primarily afternoon/evening with some weekends and occasional overnights required. A Bachelor's Degree in Social Work, Operations Management or Human Services or other related field and 3-5 years of increasing responsibility within a non-profit organization is preferred; 2+ years supervisory experience. Experience in residential program oversight preferred.

Essential Responsibilities:

- Ensure smooth daily operations at the shelter site. Ensure the safety and security of the guests, staff, and shelter site are met with adequate staffing and supervision. Be prepared to de-escalate crisis situations and support staff in de-briefing difficult situations. Assess issues related to building operations, making appropriate referrals to supervisors and counterparts when needed. Engage and utilize volunteer services as part of the workforce.
- Support an environment of collaboration, communication and teamwork between operations and services staff, maintaining a singular focus of moving people into and sustaining a housing solution to their homelessness.
- Provide oversight of the operations of the assigned shelter and housing sites (as region dictates). Ensure staff philosophy with guests/participants adheres to the Housing 1st approach. Partner with Services team to identify and implement changes in operations that promote FBMS' goals, service philosophy and programming.

- Track contract adherence and goals. Prepare monthly and other progress reports as required by management. Ensure that files are up to date and in compliance with all State and federal contracts as well as any data entered into central database. Work closely with Data Team to conduct periodic checks of data entry in the FBMS database system.
- Maintain knowledge about services and programs offered for the guests in the community. Maintain relationships with, and cooperate with, various community providers in order to access services for guests.
- Train, schedule, and supervise Support Staff to ensure 24/7 coverage. Responsible for staff performance and evaluations of staff. Conduct regularly scheduled supervision in both individual and group formats as needed. Monitor staffing needs and minimize use of overtime. Collaborate with the supervisor to identify staff training needs and to facilitate training programs.
- Respond to emergency situations as needed. May include evening, weekend and holiday hours if circumstances warrant.
- Notify supervisor and coordinate with Property Management department of any long-range maintenance needs which will require specific funding. In partnership with Property Management, assist with the identification and work order process to ensure facilities are maintained and issues are resolved promptly.
- Consult with Human Resources and supervisor on any personnel-related concerns promptly and directly. Address personnel issues in collaboration with Human Resources and other staff.
- Coordinate the drop-off and pick-up of donations as well as inventory of supplies (both donated and purchased) for the site. Ensure buildings have adequate inventory of necessary supplies and resources for guests and building maintenance.
- Coordinate, engage, and monitor all volunteer activities and special events taking place at the site in partnership with Development team and Volunteer Coordinator.

Skills & Competencies:

- Empathy: An understanding and empathy for those dealing with homelessness and related issues.
- Professionalism: Maintains the highest level of professionalism in the delivery of services, building of relationships, collaboration with co-workers, and representation of Father Bill's & MainSpring within the organization and the community.
- Communication: Speaks appropriately in positive and/or negative conversations with supervisors, co-workers, volunteers, donors and constituents; Articulates the goals of Father Bill's & MainSpring.
- Record-Keeping: Routine clerical or record-keeping incidental to the essential responsibilities of the job (including, but not limited to, data entry and case file updates).
- Job Knowledge: Possesses the practical and technical knowledge required on the job.
- Attendance: Acceptable overall attendance record, consistently at work and on time.
- Reliability: Relied upon regarding task completion and follow-up. Follows instructions, responds to management direction and solicits feedback to improve performance.
- Initiative: Seeks out new assignments and is willing to be flexible with additional duties.
- Adherence to Policy: Follows safety and workplace expectations, regulations and processes as defined in the Employee Handbook.
- Work Ethic: Demonstrates a commitment to the Mission and adheres to the Operating Principles of Father Bill's & MainSpring and works as part of a team toward a common goal.

Other:

- Safety & Security: Actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
- Travel: Local travel may be required. Valid driver's license and good driving record required.
- Physical Demands: *The demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations under the Americans with Disabilities Act (ADA) may be made to enable individuals with disabilities to perform the essential functions.*
 - Must be able to verbally convey detailed information or important instructions or ideas accurately or quickly. Must be able to hear average or normal conversations and receive ordinary information. Average visual acuity is necessary.

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities required of the employee. Other duties as assigned may be part of the job.

Father Bill's & MainSpring is an equal opportunity employer.