

Job Description: Drop-in Center Program Coordinator

Status: Full-time Exempt

Reports to: Program Director

Currently Supervises: N/A

Schedule: 8-hour shift | Mon-Fri

Work Location: In person.

Annual Salary Range: \$37,000 - \$40,000

Our Mission

Lincoln Park Community Services (LPCS) brings communities together to empower individuals facing homelessness and poverty to secure stable housing and make sustainable life changes.

Job Summary

The Drop-in Center Program Coordinator, supervised by the Program Director, plays a critical role in ensuring a safe, healthy, and positive environment for guests. This position is pivotal in fostering community engagement and connecting guests with essential social services, thereby enhancing their social skills and decision-making abilities.

Responsibilities include overseeing service development, conducting assessments, case management, and facilitating access to basic needs and stable housing. Additionally, the manager collaborates with other staff and agencies to provide a continuum of services, demonstrating leadership in daily operations and community relations.

Responsibilities

Community Engagement and Service Provision

- Promote healthy community connections for Drop-in Center Guests.
- Oversee the development and provision of services for Guests, focusing on basic needs (meals, showers, laundry, clothing).
- Facilitate groups, classes, and life skills sessions.

Guest Support and Case Management

- Engage in assessment, goal planning, Case Management, and individual counseling.

- Assist Guests with self-identified goals, providing referrals, advocacy, and follow-ups for stable housing and other services.
- Complete intake and exit assessments for guests in the Homeless Management Information System (HMIS).
- Rotate as on-call staff with other program staff to provide after-hours support to IHP guests.

Oversight and Training

- Serve as a Task Supervisor for interns, ensuring adherence to case management services and guidelines.
- Oversee basic needs services, assessment, and counseling provisions.

Collaboration and Partnership

- Work collaboratively with staff for a continuum of services and housing options.
- Establish and maintain partnerships with other social service agencies for continuity of services.

Administration and Reporting

- Create monthly reports on Drop-in Center statistics, progress, and accomplishments.
- Maintain accurate and confidential client files using internal systems and HMIS database.

Professional Development and Representation

- Attend all-staff meetings, assigned trainings, and annual fund raising events.
- Represent LPCS in advocacy groups, community organizations, and to visiting volunteers.
- Demonstrate a high level of interest in role development, motivation, and performance improvement.

Efficiency and Relationship Management

- Efficiently use time, money, technology, and people resources.
- Develop relationships with co-workers, contribute ideas, adapt to changes, and address interpersonal conflicts.
- Demonstrate necessary technological skills and manage workload effectively.

Qualifications

- Bachelor's degree in Psychology, Social Work, Counseling, or a related field, or equivalent experience, is required
- Proficiency in Spanish and English preferred
- Understanding of the social, economic, and cultural challenges facing homeless populations in Chicago.
- Familiarity with Chicago's housing and human services systems and resources

- Excellent written and oral communication skills
- Ability to facilitate group sessions
- Proficient in Microsoft Word and Excel, with the ability to effectively use and manage relevant databases. Quick learner of new software tools specific to shelter operations.

Equal Employment Opportunity Statement

Lincoln Park Community Services (LPCS) is an equal opportunity employer. LPCS does not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law. All aspects of employment including the decision to hire, promote, discipline, or discharge will be based on merit, competence, performance, and organizational needs. Our goal is to be a diverse workforce that is representative of those we serve.

Other Considerations

NOTE: *This job description is not intended to be all inclusive and employees may perform other duties as assigned.*

Benefits

- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Retirement plan
- Vision insurance