Employment Posting

Position: Welcome Coordinator
Direct Supervisor: Director of Education, Outreach and Welcoming
Status: Full-time, non-exempt, benefits
Base Salary: $40,040; additional based on experience

Commitment to Anti-Oppression
Ozone House requires an atmosphere of cultural sensitivity and valuing diversity. Employees of Ozone House are expected to recognize and accept personal responsibility for increasing their own cultural awareness and to consider how their perceptions about culture affect their relationships with others. Ozone House is committed to Diversity, Equity, and Inclusion and fosters an anti-oppressive environment to support the recruitment and retention of employees.

Position Summary
The Welcome Coordinator is part of the Education, Outreach and Welcoming Team which is responsible for designing and carrying out the agency’s education, outreach, and welcoming efforts across the community. This role is responsible for providing triage, screening and intake services to youth seeking services and support through the Ozone Crisis Line and Welcome Center.

Education Qualifications
* Commiserate experience and skills will be considered in lieu of level of education/licensing/credentials, etc.
  - Bachelor’s degree in relevant field required

Experience Qualifications
  - Experience in crisis intervention and project management preferred.
  - Proven experience engaging with diverse identities, including intersecting identities of race, ethnicity, socioeconomic background and sexual orientation, gender identity, and gender expression.
  - Commitment to best practices including Positive Youth Development, Harm-Reduction, Housing First and Trauma Informed approaches
  - Work requires effective written and verbal communication and interpersonal skills; ability to motivate teams to produce quality work within tight timeframes and simultaneously manage several projects; ability to participate in and facilitate group meetings.
  - Possess strong work ethic and ability to take initiative. Demonstrate a high level of personal and professional integrity and trustworthiness.
  - Successful completion of pre-employment and annual background check; valid MI driver’s license, current insurance, and access to reliable transportation.

Job Responsibilities and Duties
  - Ensure adequate crisis line and welcoming services, through direct coverage and provision of triage, screening and intake services.
- Participate in the ongoing development and implementation of tools and processes to screen callers for services and supports.
- Develop and maintain a comprehensive resource manual, in order to ensure that appropriate referrals are provided to youth and families accessing crisis line services.
- Provide crisis intervention and support services to youth and families involved in Ozone House services, as needed.
- Collaborate with the Director of Youth and Family Services and Residential Manager to facilitate emergency Youth Shelter admissions.
- Recruit, train and support Welcome Center volunteers that are providing crisis intervention in person and on the phone.
- Responsible for conducting follow-up phone calls for previous clients and participants.
- Complete service documentation in accordance with licensing regulations, funding requirements and agency standards.
- Capture data to provide crisis line statistics to the Director of Grants, Reporting & Evaluation as needed.

**Other Duties and Expectations:**
- Maintain On-Call coverage on a rotating basis, to provide 24-hour emergency assistance and crisis intervention to homeless and runaway youth and their families.
- Attend trainings and seminars in order to promote professional development.
- Be familiar with and use the NASW Code of Ethics, State of Michigan's Mental Health Code and Ozone House policies and procedures to guide practice and decision making.
- Serve as a member of the agency’s Education, Outreach and Welcoming Team to support Diversity, Equity and Inclusion efforts, social justice strategies, as well as a safe and productive organizational culture.
- Interact effectively with peers and staff. Required duties are performed with an awareness of the impact upon agency structure as a whole.
- Maintains individual credentials and participation in education and training as necessary to maintain current competency in skill areas necessary to perform job duties.
- Follows oral and written direction completing tasks as assigned by due dates.
- Maintains working knowledge of software applications used in performance of daily duties.
- Represent Ozone House at community events and conduct oneself in an ethical, mature and professional manner with honesty and integrity, welcoming clients, coworkers and other stakeholders with dignity and respect.
- Adhere to the Mission, Values and Vision of Ozone House incorporating equity, opportunity and inclusiveness for all stakeholders
- Attend agency committees and community meetings and provide agency leadership as assigned.
- Participate in monthly all-staff meetings.
- Attend regular supervision with the Director of Education, Operations and Welcoming.
- Perform additional duties as assigned.

**Work Environment, Physical Demands, & Travel**
This job operates in a professional office environment. This role routinely uses standard office equipment with prolonged periods of sitting at a desk and working on a computer. While performing the duties of this job, the employee is regularly required to talk or hear as they will have very high levels of interaction. This position will be expected to travel to partner locations, housing sites, community events, and trainings. May assist with client moves, lifting boxes, and climbing stairs. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Position Classification, Type, & Expected Hours of Work**
This is a full-time, 40 hours a week non-exempt position. The days and hours of work are coordinated with the Director of Education, Outreach and Welcoming. This position may require long hours, weekend, or evening events as scheduled.

**Receipt & Acknowledgement**
I acknowledge that I have been given a copy of this position description. I have read it and understand it. I am responsible for complying with all position duties, requirements and responsibilities contained herein, and any subsequent revisions.

This position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position.

I understand and agree that the position description is presented as a matter of information only and is not to be construed as a contract between Ozone House and its employees.

Employee Acknowledgement:

Printed Name: ____________________________
Signature: ________________________________
Date: ______________

Supervisor Acknowledgement:

Printed Name: ____________________________
Signature: ________________________________
Date: ______________

**Recorded by Human Resources Director:**

Signature: ________________________________ Date: ______________
Personal Accountability Statement:
Ozone House requires an atmosphere of cultural understanding and acceptance for all, including with special regard to individuals, groups, and communities that have been historically marginalized here or in the anti-oppression statement. As an affiliate of Ozone House you will be expected to recognize and accept personal responsibility for increasing your own cultural awareness and to consider how your perceptions about culture affect your relationships with others. It is the agency’s expectation that you will explore your thoughts, feelings, ideas, and attitudes about: age | racial identity | culture | ethnicity | gender identity and expression | sexual orientation | social class | religion | ability | and other social identities in order to become sensitive to and aware of how your own personal beliefs, perceptions, and behavior affects the comfort, happiness, safety, and personal freedom of others.

Signature: _________________________________________ Date: ________________