

UHC Guest Services Coordinator

Position: Non-Exempt, 40 hours weekly reporting directly to Director of Operations.

Work Hours: 1 pm – 9 pm, Wednesday - Sunday. NOTE: Hours may be flexible based on client needs.

The UHC Guest Care Services position is responsible for the general care and well-being of guests in a 30/60/90 day homeless program and COVID homeless shelter. The UHC Guest Service Coordinator is responsible for aiding in the administration of client intake, aiding security in welfare checks, aiding with personal items, issuance of essential items such as toiletries, linen, etc. The Guest Service Coordinator will maintain a professional and positive demeanor and must have the ability to maintain confidentiality. The coordinator serves both the 30/60/90 day program and patients on the COVID positive wing for people who are homeless and tested positive for COVID. Nursing staff are employed to manage medical needs of patients and the coordinator works to ensure clients receive living essentials.

This position requires an energetic professional with exceptional people and communications skills. The Guest Services Coordination should be willing to make interpersonal connections with the client, maintain daily activity logs, monitor medication and aid in protecting our clients through dignity and inclusion. The ability to be self-motivated and work independently is a must.

This position reports to the Director of Operations and is a Non-Exempt position.

Work hours are Wednesday -Sunday, 1 pm to 9 pm.

Responsibilities:

- Conducts intake documentation as guest arrive at the facility
- During intakes, aids security in the conducting of breathalyzing; searches belongings; and searches each person with metal detecting wand
- Interacts with clients in 30/60/90 wing to engage them activities
- Ensures guests receive essential items such as linens, toiletries, etc.
- Briefs guests on rules & procedures of the quarantine shelter; this includes wearing PPE
- Coordinates with the security guard over security matters (i.e. guests' conflicts, guest taking smoke breaks outside, etc.)
- Always maintains a presence during shifts and immediately notifies 911 of emergencies issues
- Keeps guest informed of scheduled appointments – i.e. Prisma Health visits
- Coordinates with the kitchen for meals and ensures guests clean up dining area after use
- Coordinates transportation services for guests leaving the facility
- Provide a Department of Motor Vehicles Driving Report for the last 10 Years
- Maintains a log of key events during their shift
- Ensures guests understand and practice safe PPE protocol
- Works with Janitorial service to ensure the facility remains clean and sanitized in accordance with sanitation guidelines.
- Reports any concerns or issues to the Director of Operations; building issues to the facility manager
- Attends any staff meetings as needed (usually Zoom)
- Performs room inspections for cleanliness and contraband
- Perform special assignments when needed as directed by supervisory staff
- Complete shift checklist and file in the logbook

- Checks inventory of supplies to ensure adequate quantities are available
- Maintains positive working relationships with Guests, Staff, and Referring agencies
- Supervises guests in the daily operation
- Responsible for taking respectful corrective action with guests who are not complying with rules in coordination with security staff.

Requirements:

- Excellent people skills.
- Excellent time management skills and ability to multi-task and prioritize work.
- Attention to detail and problem-solving skills.
- Must be able to work independently.
- Excellent written and verbal communication skills.
- Strong organizational and planning skills.
- Proficient in MS Office.
- Able to handle crisis situations while remaining calm and professional.
- Knowledge of clerical practices and procedures.

Preferred Skills & Experience:

- Education or equivalent experience: HS Diploma
- Preferred work history in Human Services or currently enrolled in a Human Services or Social Work field or related study.
- Demonstrates the characteristics of a team player and problem solver.