

Hospitality and Data Coordinator

Job Description

35-hour work week. Hourly, 8am-12n, 1-4pm Daily.

Reports to: Resources for the Third Age Director

Agency Description

St. Mary's Center is a community of hope, justice, and healing that serves at-risk seniors and preschoolers in the heart of Oakland. We strive to improve quality of life through counseling, shelter, nutrition, advocacy and social support. SMC is a member of All Together in Dignity: Fourth World Movement, a global movement to overcome poverty. Staff has travelled to the United Nations to present research. UCSF chose SMC to be the site of important research on the health impacts of homelessness. SMC received the San Francisco Foundation's Oakland Opportunity Award for \$2 million, dedicated for construction of new housing opportunities in a community development strategy. We are proud of an excellent staff team delivering high-quality services to people in great need. Charity Navigator has given SMC a 4- star rating for fiscal management and integrity for six consecutive years. For more information, visit our website at www.stmaryscenter.org

Resources for the Third Age Program Overview:

The goal of Resources for the Third Age (RTA) is to help seniors live independently for as long as possible. RTA team members observe the senior's ability to perform daily living activities, and note strategies that might be necessary to prevent injuries, improve health and mobility.

They also note barriers to participation in the community. Seniors can participate in many activities and programs through Resources for the Third Age including a congregate meal program, fall prevention activities, alcohol and drug prevention education, medication monitoring, group physical activities, and advance care planning and friendly visits by volunteers. Some of our RTA staff are fluent in Mandarin, Tagalog, and Spanish and help seniors understand official correspondence, navigate doctor's visits, and other activities of daily living.

POSITION SUMMARY

The **Hospitality and Data Coordinator** plays an essential role in delivering and documenting services under the Resources for the Third Age program in our Community Center. In welcoming program participants, the Coordinator develops relationships and insight in our community, and manages data for reporting to agency leadership, management and funders. The Coordinator is the first person many people will meet on site, is welcoming and resources in sharing information and maintaining a supportive environment. With in-depth, first-hand knowledge of program participation, the Coordinator supports the Resources for the Third Age Program Director in understanding contractual performance standards, anticipating needs, and documenting our work. The Coordinator supports Wellness Coordinators who deliver services on-site as well as remotely at senior housing developments and other centers, ensuring that their services are documented.

Primary Duties and Responsibilities

Hospitality at Community Center (25%)

- Greet seniors and visitors to St. Mary's Center from the Hospitality Desk in the Community Center
- Facilitate registration for meals and sign-up for lunch, ensuring properly signed, legible forms
- Promote an orderly, responsive, calm and caring environment, assessing situations and de-escalating conflict as appropriate
- Offer information about access to meals, services and programs at SMC



- Direct people to appropriate staff and resources
- Sign up seniors for SMC community programs and events
- Communicate clearly with seniors from diverse backgrounds, many experiencing homelessness or housing insecurity
- Collaborate with staff to address incidents, respond to situations by de-escalating conflict, and to provide effective services to seniors
- Communicate clearly with manager, agency leadership, and document incidents promptly
- Express the values and commitment of St. Mary's Center by communicating interest, knowledge, and caring for program participants, casework clients, volunteers and co-workers

Data Collection, Cleaning and Presentation (45%)

- Under direction of Resource for the Third Age Director, inventory necessary data collection for reporting to funders and analysis by Resources for the Third Age team
- Understand confidentiality requirements and protect participant privacy
- Ensure that data is collected as program participants sign in for lunch and programs
- Maintain paper records as contractually obligated and enter data into SMC data systems on a regular basis
- Review, clean and correct data (e.g., program attendance, spelling of names, services delivered) in preparation for reporting
- Enter data into mandated databases and St. Mary's custom Birdseye program as directed
- Develop innovative, visual, and compelling ways to share data and powerful narratives
- Meet contractual obligation for reporting, under the direction of the Program Director, while also using data to understand program performance and anticipate changing needs

Administrative Support to RTA Director and Agency Director of Programs (15%)

- Prepare correspondence, report documents, slide decks, and other reporting tools and products as requested
- Share information with Wellness Coordinators and collect data from them for reporting, using both paper and electronic records
- In coordination with RTA Director and Community Center Coordinator, create and post notices when requested, ensuring compliance with local, state and federal requirements, and maintaining inclusionary language practice

Program Support (15%)

- As requested, assist in Community Center activities including cultural programming, lunch service, community meetings, or other gatherings
- Support program team as a back-up for absences
- Support food manager during distributions, donations, and inventory
- Participate in emergency response training

QUALIFICATIONS

- Work or volunteer experience in human services, homelessness, nutrition
- Work with people that upholds dignity, opportunity, advocacy, and inclusion
- Familiar with issues and care relevant to aging, mental health
- Entry-level knowledge of Excel and willingness to develop into power user
- Finds joy in presenting documentation and data, eager to learn new information management techniques and presentations

GENERAL AGENCY STAFF ROLES:

Along with all employees, the Hospitality and Data Coordinator is expected to:



- Foster an environment that promotes trust and cooperation among leadership and staff.
- Apply policies and procedures to ensure that the principles of St. Mary's Center are implemented.
- Maintain confidentiality in accordance with federal, state, and local regulations and in accordance with professional codes of conduct.
- Be accountable for participation in decision making processes and understanding the outcomes.
- Understand the mission, values, and principles of St. Mary's Center and apply them in work responsibilities.
- Occasional participation in evening and weekend events is expected.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In general, while performing the duties of this job, the employee is expected to stand; walk; sit; reach with hands and arms; and talk or hear.

- Must be able to clearly communicate with others (verbally and in writing) to understand them and to be understood.
- Must be able to occasionally lift and/or move up to 20 pounds.
- Must be able to effectively use a computer and telephone to conduct business.
- Must be able to communicate over a telephone, and take notes.

St. Mary's Center is an Equal Employment Opportunity Employer.

St. Mary's Center is an equal opportunity employer and is committed to an active Equal Employment Opportunity Program (EEO). It is the stated policy of St. Mary's Center that all employees and applicants shall receive equal consideration and treatment in employment without regard to race, color, religion, ancestry, national origin, age (over 40), sex, marital status, medical condition (cancer related) or physical handicap (includes all other medical condition).

COMPENSATION:

Hourly wage \$17.00. We provide a benefits package, including medical, dental, 401k after first year, 12 holidays plus birthday, training opportunities, paid vacation and sick time.

To apply: Send a cover letter and resume to hr@stmaryscenter.org. First review will take place on or before July 1 with a desired start date in July.

Job Type: Full-time (35 hours per week)

Salary: \$17.00/hour