

**THE SALVATION ARMY**

**INTERMOUNTAIN DIVISION**

**COVID-19 Recovery Center**

**Operations Coordinator Level 1- Temporary/Part-Time**

**General Statement**: The Salvation Army is a branch of the Christian Church and the ultimate goal of all programs is spiritual regeneration of all people. Our mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.

**Corps/Department:** Denver Metro Social Services

**Reports to: Active Respite and Protective Shelters Manager**

**FLSA Status: Temporary, Part-Time**

**Hourly Rate: $20.00 per hour**

**Scope of Position:** The Salvation Army and Jefferson Countyplan to immediately co-launch a “recovery center” to provide a space to rest and recover for persons experiencing homelessness and COVID-like symptoms, or who have confirmed COVID-19 infection, and/or other symptoms of potentially communicable diseases. This project is designed to minimize the spread of COVID-19 and other diseases among this vulnerable population by identifying sheltered and unsheltered individuals with symptoms and providing a space to safely recover. The recovery center will oversee by the Denver Metro Social Services Director and supported by remote medical and behavioral health consultants.

The following are in place to ensure the safety and health of all staff working on-site:

* Appropriate Personal Protective Equipment (PPE) (mask and gloves) for all on-site staff
* Training of all staff on appropriate use of Personal Protective Equipment (PPE)
* Sanitization supplies

**Essential Functions:**

* Embody passion for the Mission of The Salvation Army and programs
* Monitor and oversee all operations at recovery center; provide problem solving, trouble shooting, organization and leadership
* Coordinate and communicate with The Salvation Army, Jefferson County Regional Homeless Coordinator, Jefferson County Public Health, remote medical and behavioral health consultants and other partners to ensure smooth operations
* Be the go-to staff person on site for internal and external partners. Provide intake, communication of expectations, provide conflict resolution and accountability for guests using a trauma-informed approach.
* Work closely with the remote medical consultants, care managers and partners to develop and implement appropriate protocols for operations, staffing, safety and security, services, etc.
* Check-in with guests daily and respond per protocol to any reported or observed emergency needs
* Initiate and respond to ongoing communication with Jefferson County Regional Homeless Coordinator, hotel staff and related agencies to coordinate services, program entry and exits, and serve as a liaison to referral services not offered by on site partners.
* Ensure coordination and provision of meals/snacks to individuals in the recovery center according to schedule.
* Accurately complete data entry into the Homeless Management Information System (HMIS) and detailed record keeping of any program documents and forms.
* Flexible schedule that includes the ability to work evenings, overnight and/or weekends

**Education and Work Experience:**

* Minimum High School Diploma or GED required, Associates or bachelor’s degree preferred.
* At least one year of experience working with vulnerable populations, as demonstrated through education or work experience
* Customer services experience; effective communication and people skills
* Experience with trauma informed care and crisis management techniques, preferred

**Knowledge, Skills and Abilities Required:**

* Desire to serve others who are overcoming hardships and experiencing homelessness
* Ability to establish and maintain professional boundaries
* Ability to work independently or in a team; ability to collaborate with staff and other homeless services providers.
* Ability to assess emergency situations and respond effectively using de-escalation techniques
* Successfully pass background check
* Proficient written and verbal skills in the English Language
* Must be prompt and dependable
* Ability to work independently and with minimal supervision
* Exceptional time management and problem-solving skills
* Ability to coordinate various schedules and tasks
* Complete internal Protecting the Mission training. Complete HMIS training, if not currently trained; Complete additional trainings as assigned by supervisor.

**Software-related skills:** Microsoft Word and Excel required, Microsoft Outlook, Working knowledge of integrated database applications and ability to use new software programs with basic training.

**Physical Requirements:** Ability to walk, stand, bend, squat, climb, kneel and twist on an intermittent or continuous basis. Ability to grasp, push, pull, and reach overhead. Ability to operate telephone. Ability to lift up to 25 pounds. Ability to access and produce information from the computer. Ability to understand written information. Qualifies individuals must be able to perform the essential duties of the position with or without accommodation. A qualifies person with a disability may request a modification or adjustment to the job or work environment in order to meet the physical requirements of the position. The Salvation Army will attempt to satisfy requests as long as the accommodation needed is reasonable and no undue hardship would result.

**Acknowledgement of Religious Purposes of The Salvation Army:** The employee acknowledges that he/she has been informed and understands The Salvation Army’s religious purpose and status as a church. The employee agrees that he/she shall do nothing to his/her relationship with The Salvation Army as an employee to undermine its religious mission. The employee agrees and understands that his/her services are a necessary part of The Army’s religious purposes and his/her work related conduct must not conflict with, interfere with, or undermine such religious programs or The Army’s religious purposes.

**The Salvation Army Mission Statement:** The Salvation Army, an international movement, is an evangelical part of the Universal Christian Church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to proclaim the Gospel of Jesus Christ and meet human needs in His name without discrimination.

*This position should not be interpreted as all inclusive. It is intended to identify the major responsibilities and requirements of this position. The incumbent may be requested to perform job-related responsibilities and tasks other than those stated in this position statement.*

**JOB DESCRIPTION ACKNOWLEDGEMENT**

**THIS DOCUMENT MUST BE APPROVED THROUGH COMMAND FINANCE COUNCIL (CFC) BEFORE SIGNED.**

I have read the job description and understand my responsibilities as defined by it.

Employee Signature & Date *\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

Supervisor Signature & Date *\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Position Funding Statement:*

*I understand by signing below that this position is conditional upon the receipt of funds which are provided by The City and County of Denver. If/when the funding stops, my position will be terminated. I, also, understand that this position does not guarantee a specific amount of hours, shifts, or specific site location.*

*For all Temporary Employees, complete below.*

*Hire Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ End Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*