Support Services Coordinator
Job Announcement

About Maybelle Center
People are at the heart of everything we do at Maybelle Center. We seek a Support Services Coordinator to join us in our quest to reduce isolation by building community and relationships with individuals in Downtown Portland. Our approach is simple: connect people with people and connect people with resources. Maybelle Center builds connection through home visits, a community room, spiritual support and programming, and service navigation and advocacy. We are committed to incorporating equity and inclusion into every aspect of our organization and our work. Our workplace is positive, collaborative, and forward-thinking, and this position is a valued part of our team. You can learn more about our inspiring work and the impact Maybelle Center has on the lives of our members at www.maybellecenter.org.

The Position
Maybelle Center is seeking a highly motivated and qualified person to fill the position of Support Services Coordinator. This position is located within a team that supports the independence and well-being of individuals living in Old Town/Downtown Portland who face barriers such as poverty, mental illness, and addiction.

The primary goals of this position are to support members’ participation in the greater community; support their access to needed services (both formal and informal); maximize their ability to self-advocate and make choices; and support their ability to build relationships and community connections. In addition, the Support Services Coordinator will lead and motivate a small team of students and volunteers who help members (clients) navigate social and health services with a trauma-informed and a person-centered lens.

Essential Functions

Direct Service
- Meet with members and provide direct service in the office and in the field, recognizing that the nature of support services is relationship based and our goal is to support connection to existing community supports.
- Engage in active listening while meeting with members.
- Embrace a harm reduction approach while working with members: must have the ability to meet members where they’re at, while simultaneously encouraging opportunity for self-sufficiency and personal growth through a trauma informed lens.
- Identify resources and triage with other service providers to ensure successful outcomes when member is not able to self-advocate.

Administration
- Oversee all aspects of the Support Services Program and directly supervise BSW intern’s day to day tasks.
- Based on the Center’s Strategic Plan, develop and monitor progress towards annual program goals and objectives.
- Maintain daily service data, update records as needed using Salesforce, Non-Profit Lightning version.
- Evaluate program effectiveness and outcomes and adjust course when necessary.
- Maintain ongoing quality assurance practices.
- Generate monthly and periodic reporting.

Community Engagement and Collaborations
- Build new partnerships and maintain a strong and collaborative relationship with a variety of service providers and other community partners.
- Develop and maintain accurate and up to date information about local support, community and health services.
- Serve on Activities Committee and other committees as needed.
- Coordinate member referrals to the Inter-professional Care Access Network (I-CAN) and provide support to students and faculty.

Teamwork
- Active participant in a team environment.
- Serve as back-up to supervise the Maybelle Center Community Room and ensure safe operations if regular staff are unavailable.
- Collaborate with other departments on Center events and outreach.

**Other Duties as Assigned**
- Adhere to all policies and procedures, maintain strict confidentiality and professional boundaries.
- Other responsibilities as assigned.

**Required Qualifications**
- Bachelor’s degree in community development, social services, or other relevant field, or equivalent work experience. BSW is preferred but will consider equivalent education, training and/or experience that provides the necessary knowledge, skill, and ability to perform the functions of the position.
- Strong knowledge of Medicaid, Medicare, SSD/SSI, ADVS, and other key public benefit programs/agencies.
- Motivated to address problems of social justice, urban poverty, marginalized identities, racial equity, and community health.
- Knowledgeable about low-income housing, systemic inequality, and the challenges faced by people who live with mental illness, substance use disorder, and limited financial resources.
- Excellent interpersonal skills with the ability to interface with interdisciplinary teams to coordinate care in an informed and professional manner.
- Ability to multi-task with competing priorities.
- Ability to remain calm and composed during times of high stress and conflict: responding versus reacting.
- Superb judgment, courtesy, tact, and patience when working with the public.
- Self-directed, resourceful, and able to work both independently and in a team setting.
- Highly organized with great attention to details.
- Ability to establish and maintain strong working relationships through successful interpersonal, written, and verbal communications.
- Strong working knowledge of relevant computer programs such as Microsoft Office Suite (Outlook, Word, Excel, etc.)

**Preferred qualifications**
- Bilingual Spanish/English strongly preferred
- Training and experience working with individuals challenged with chronic mental illness and substance use.
- Knowledge of and/or experience implementing evidence-based approaches to services including: Motivational Interviewing, Assertive Engagement, risk/suicide assessment, bio-psycho-social assessment, & harm reduction.

**Other Qualifications**
The work environment and 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.

While performing the duties of this job, the employee is regularly required to sit; stand; walk; and use hands, and tools; reach with hands and arms; and readily and effectively communicate. The employee must occasionally lift and/or move up to 30 pounds and be able to drive a vehicle if needed. Vision abilities required by this job include ability to effectively see within an office environment, which may include long term computer exposure, and to adjust focus accordingly. The employee must also be able to pass a background check.

**Compensation and Benefits:**
Pay Range: $19 - $21.50 per hour full time (40 hours per week); fully paid medical, dental, and vision insurance for employee; flexible spending account; employer matching contribution to Simple IRA retirement fund; employer paid life and disability insurance; vacation (starting at 15 days/year), sick leave and holidays; parking or bus pass paid.

**How to apply:**
Please email cover letter and resume to jobs@maybellecenter.org. Resumes accepted until position is filled.