**Summary**The mission of the Downtown Women’s Center (DWC) is to provide permanent supportive housing and a safe and healthy community fostering dignity, respect, and personal stability, and to advocate ending homelessness for women. Founded in 1978, DWC was the first organization to exclusively serve mentally ill and elderly homeless women on Los Angeles’ Skid Row. DWC now provides permanent supportive housing to 119 women with special needs who were once without a home, along with a wide range of drop-in support resources. The DWC staff is a talented and dedicated team that works together to fulfill DWC’s mission and support personal career goals. Find out more at[*www.downtownwomenscenter.org*](http://www.downtownwomenscenter.org).

**Essential Functions**

1. Help coordinate daily Day Center operations, including opening and closing procedures, clean up, implementation and oversight of enrichment activities
2. Provide direct services to 200+ participants daily, including managing sign-ups for showers, case management and laundry and providing referrals, hygiene products, clothing and food
3. Ensure a safe and welcoming environment: greet guests and visitors, respond to requests, address complaints, intervene in and de-escalate situations, provide support to staff, problem-solve issues in a timely manner, provide crisis intervention when needed and follow Center guidelines to maintain structure and safety for participants
4. Ensure in-kind donations are received, stored, and organized following organizational policy; distribute resources directly to participants as appropriate
5. Train and monitor peer leaders, interns and volunteers in the provision of services- assist with identifying and assigning projects and tasks where volunteers and interns can be utilized
6. Assist with Day Center tracking and data entry as needed
7. Other duties as assigned to support the mission of the organization

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Competencies**

1. Knowledge of issues related to women’s poverty, homelessness, mental illness, trauma, substance abuse, health issues, and older adults preferred
2. Excellent customer service and strong interpersonal skills; ability to engage a diverse group of participants, team-members and volunteers
3. Ability to exercise and model good judgment, teamwork and professionalism, especially in crisis situations with the ability to utilize crisis intervention and de-escalation techniques within DWC guidelines
4. Proficient in Microsoft Office Suite (Word, Excel, Outlook)
5. Strong written and oral communication skills required
6. Detail-oriented, highly organized, able to manage multiple tasks and priorities, and set and meet goals and deadlines

**Work Environment**

The Day Center is staffed seven days per week (Mon-Fri 6am-4:30pm & Sat-Sun 7am-3:30pm) to provide supportive services to homeless and low-income women in the community. DWC is seeking a highly personable, compassionate, and team-oriented person to provide direct service provision and kitchen support for our drop-in Day Center program. As a Day Center Staff member you will work to create a safe and welcoming environment that meet the immediate needs of over 200 women each day. This position will be responsible for the organization and implementation of the Day Center services during open business hours which may include but are not limited to: coordination of services and enrichment activities, crisis intervention, identifying program needs for participants, coordinating activities for volunteers, assistance with meal prep and execution, and donation management. The On- Call Day Center Coordinator will work closely with participants, volunteers and staff to provide services that build that women we serve and the community. This position reports directly to the Day Center Program Manager.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

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