



Thrive DC provides meals, crisis assistance, emergency pantry services, employment training, reentry support, substance use disorder education as well as other comprehensive support services to vulnerable homeless and low-income men, returning citizens, women, and children in a safe, stable environment in Washington, DC.

Job Title: **Breakfast Program Coordinator & Case Manager**

Hours: Monday - Friday 7:30 AM - 4:30 PM

Status: Full Time

Qualifications

(Required): Bachelor's degree in social work or similar human services field and 1 or more years of related experience in a community-based, nonprofit setting. Positive communication and interpersonal skills; strong work ethic and ability to work as part of a team; enthusiasm, sense of humor, creativity, flexibility, and patience. Ability to work in intense emotionally charged situations and to model constant patience and calm in a sometimes-chaotic environment.

(Preferred): 3 or more years of direct social service experience; knowledge of and experience with homeless services in DC; previous experience working with persons with serious and persistent mental illness. Crisis management, substance abuse, HIV/AIDS, and/or outreach experience helpful. **Spanish speaking/writing preferred.**

Key Responsibilities:

- Work with the team for the implementation of morning meal program operations to facilitate a positive client and volunteer experience. This includes: opening and closing the program; greeting clients and volunteers; responding to immediate client needs; resolving conflicts and enforcing program rules; distributing toiletries, mail, and other emergency supplies; and overseeing client showers, laundry, and setting up/cleanup of the program area and support service areas.
- Conduct intakes and assessments for new and chronically homeless men and women and provide individual counseling and case management.
- Coordinate with crisis care workers for particularly vulnerable clients to provide crisis support and connection to appropriate services.
- Provide information and referrals to Thrive DC clients and serve as their advocate in the community.



- Manage HMIS database entries and intake data activities including maintaining client records, including intakes and referral and outcome tracking, and help manage program supplies and track inventory.
- Conduct outreach to clients coming for meals so as to build trust and engage them in services that can help them end their homelessness.
- Manage and implement the Emergency Pantry program and weekly Fresh Food Distribution.
- Assist in the management and implementation of front desk activities including providing referrals, managing mail receipt and distribution and providing general support to incoming clients.
- Assist with the organization and supervision of volunteers, interns and auxiliary staff in their duties to facilitate and support programmatic and organizational activities.

Additional Responsibilities:

- Strengthen relationships with community service providers and employers to facilitate placements of clients into housing, employment, and treatment programs.
- Help recruit community organizations and individual volunteers to partner with the Thrive DC to provide educational and enrichment programming to clients; schedule partner providers and volunteers to ensure consistent calendar of presentations and activities.
- Work with fellow staff members to help develop new resources and programs for clients.
- Help prepare educational presentations and coordinate enrichment activities on topics relevant and of interest to client population, such as men's health, employment and life-skills coaching, or arts and crafts projects.
- Prevent and manage conflict in a manner that produces positive results and maintain a professional and confidential manner at all times.
- Take initiative and work independently with little supervision.
- Have the ability and willingness to do occasional physical labor including lifting, carrying, cleaning, etc.
- Other duties as assigned.

Please send cover letter, resume, and three references to:
HR@thrivedc.org

No calls please