



Thrive DC provides meals, basic emergency services, crisis assistance, emergency pantry services, employment training, reentry support, substance use disorder education as well as other support services to vulnerable individuals (experiencing homelessness, low-income, returning citizens, etc.), in a safe, stable environment in Washington, DC.

Job Title: Breakfast Program Coordinator & Case Manager

Hours: Monday - Friday 7:30 AM - 3:30 PM

Status: Full Time

Qualifications:

Required:

- Bachelor's degree in a relevant field or equivalent experience.
- Two 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:

- Bachelor's degree in social work (BSW).
- Three 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 is helpful.
- Ability to speak and write Spanish.

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.
- Conduct housing case management and assessments (VISPDAT) with clients, assisting them with applying for housing and available programs (RRH, PSH, SRO and transitional housing programs).
- 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, intake and referral and outcome tracking, and helping to manage program supplies and track inventory.
- Conduct outreach to clients coming for meals to build trust and engage them in services that can help them end their homelessness and help to obtain greater self-sufficiency.
- 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, assisting with walk-in clients and crisis management, 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 Thrive's client population, such as harm reduction, nutrition and health, employment and life-skills coaching, or arts and crafts projects.



- Prevent and manage conflict in a manner that produces positive results, and always maintain a professional and confidential manner.
- 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 a thoughtful cover letter, and a resume, in PDF format to:
HR@thrivedc.org