



MARY MAGDALEN HOUSE

Resource Navigator Job Description

About Mary Magdalen House

- Mission: Mary Magdalen House restores dignity and hope to those experiencing homelessness by providing showers, clean clothing, and connection to community resources.
- Vision: Mary Magdalen House envisions a Greater Cincinnati where all people experiencing homelessness are afforded the dignity that comes from access to personal care, clean clothing, and good hygiene.
- Values: At Mary Magdalen House we uphold the following core values:
 - Dignity: We respect the inherent value and worth of each person
 - Excellence: We serve with the fullest passion, and aim to do our best in every situation
 - Equity: We acknowledge and value each individual and advocate for their wellbeing
 - Respect: We value, listen to, and learn from each other

About the Position

The Resource Navigator is a position that requires in-person interaction with Mary Magdalen House guests daily. The ideal candidate will be responsible for building partnerships with area agencies for the benefit of our guests, will share responsibility of daily operations with the team, and will assist guests in navigating additional community resources. The Resource Navigator will be expected to work with both mobile and fixed site locations as needed. This position reports to the Executive Director.

Benefits:

- Salary \$22-\$25/hr commensurate with experience and qualifications
- Full-time non-exempt hourly position (36-40 hours per week)
- Medical, dental, and vision insurance available
- Short- and Long-term disability available
- Employee Assistance Program available
- PTO, Parental Leave, & 11 holidays annually

Job Responsibilities

- Assesses social needs of guests and refers as appropriate
- Follows up on referrals made and helps guests complete the necessary steps to obtain community assistance
- Keeps meticulous, thorough records of guest status and progress, updated at least weekly
- Maintains an understanding of the local political climate and updates job-related knowledge on topics relevant to homelessness, poverty, social services, etc. by participating in educational opportunities, reading professional publications, maintaining professional networks, and participating in professional organizations related to these topics

- Participates in daily operations of MMH and/or the MMH Mobile Unit as needed including but not limited to: answering phone calls, taking messages, sorting guest mail, accurate documentation of guest services, folding and sorting clothing and towels, restocking supplies, providing direct guest services and assistance
- Updates MMH guest services team of guest needs and status as needed in order to best coordinate care, being mindful of guest privacy and confidentiality
- Provide in-person, telephone, and virtual support to individuals as needed

Qualifications and Requirements

- Demonstrated experience and/or education in a related field
- Preference given to candidates experienced in trauma-informed practices
- Preference given to candidates with experience working with adults experiencing homelessness
- Preference given to candidates with a working knowledge of local community resources
- Demonstrated success working with persons from diverse racial, ethnic, socioeconomic, and gender backgrounds
- Strong interpersonal skills and the ability to communicate effectively and appropriately with persons from diverse racial, ethnic, socioeconomic, and gender backgrounds
- A positive, welcoming attitude and outstanding customer service skills, including the handling of difficult issues with sensitivity and understanding
- Ability to conduct oneself in a professional manner at all times
- Able and willing to spend several hours outside in various weather conditions for deployment of mobile trailer
- Skilled in de-escalation techniques and motivational interviewing
- Demonstrated strong organizational skills and experience prioritizing projects while working on several projects simultaneously
- Strong aptitude for working collaboratively with fellow employees and service agencies
- Reliable transportation and the ability to attend off-site meetings as well as travel to sites to provide services to guests
- This position requires a background check at the time of hire. Findings do not categorically disqualify a candidate

If interested in this position, please email your cover letter and resume to Alicia Stollenwerk at alicia@marymagdalenhouse.org.