



## Project Manager, Mobile Program

### **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 Project Manager, Mobile Program is a new mid-level management role reporting to the Operations Manager. This position serves as the operational coordinator for all mobile shower and laundry trailer deployments, ensuring that the right staff, supplies, logistics, and community partners are in place for every service day. The Project Manager works in close coordination with the Operations Manager on vehicle readiness and scheduling logistics, and with the Associate Director on service quality and outcomes.

The ideal candidate will:

- Thrive in a logistically complex environment, managing multiple moving parts — schedules, personnel, supplies, and partner relationships — simultaneously
- Build and maintain positive relationships with community partner organizations who host the mobile trailer
- Communicate clearly and proactively with staff, volunteers, and partners
- Be organized, reliable, and comfortable working both in an office setting and in the field
- Use data to track deployment outcomes and support continuous program improvement

### **Benefits:**

- Pay: \$22-25/hr commensurate with experience and skillset
- Full-time position (36-40 hours per week), some weekend availability required
- Medical, dental, and vision insurance available
- Short- and Long-term disability available
- Employee Assistance Program available
- PTO, Parental Leave, & 11 holidays annually

### **Job Responsibilities**

- Coordinates with the Operations Manager to ensure the mobile trailer is stocked with appropriate supplies prior to each deployment
- Deploys with the Mobile Project to provide direct services to guests. This may include but is not limited to registering guests, providing clothing and other items to guests, assisting with setup/teardown of mobile unit, and coordinating guest services
- Serves as the day-of point of contact for the mobile crew, troubleshooting issues that arise in the field
- Tracks and records mobile program metrics for each deployment: guests served, services delivered, referrals made, and supplies used
- Submits regular deployment reports to the Associate Director for program evaluation and funder reporting
- Builds and maintains ongoing relationships with host site community partners
- Maintains deployment checklists and ensures all setup and breakdown procedures are followed consistently
- Assists at the fixed-site drop-in center as coverage needs require and mobile schedule allows
- Other duties as assigned

### **Qualifications and Requirements**

- 3 or more years of experience in project coordination, program coordination, operations, logistics, or a closely related field
- Demonstrated ability to manage multiple schedules, relationships, and logistics with a high degree of organization and reliability
- Demonstrated success working with persons from diverse racial, ethnic, socioeconomic, and gender backgrounds; experience or familiarity with populations experiencing homelessness strongly preferred
- Outstanding communication and interpersonal skills
- Able and willing to spend several hours outside in various weather conditions for deployment of mobile trailer
- Proficiency in Google Workspace and/or Office Suite
- Reliability, trustworthiness, and discretion with sensitive information and guest confidentiality
- Valid driver's license; willingness to travel to deployment locations throughout Greater Cincinnati
- A bachelor's degree in nonprofit management, human services, public administration, or a related field is preferred but not required; relevant lived or professional experience will be considered
- 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](mailto:alicia@marymagdalenhouse.org).