
Room In The Inn - Memphis

409 Ayers Street
Memphis, TN 38105
901.467.0122

POSITION TITLE: **Outreach Coordinator**

HOURS: Part-time 15 hours per week. Will include evenings, some weekends, and on-call responsibilities

SUPERVISOR: Executive Director

ABOUT ROOM IN THE INN-MEMPHIS (RITI):

RITI-Memphis serves individuals and families experiencing homelessness by providing emergency overnight shelter during the coldest part of the year (Nov. 1- Mar. 31). This shelter is provided by a network of congregations and other non-profit organizations throughout the Greater Memphis Area. Our mission is to fulfill this work with a spirit of holy hospitality, providing an atmosphere of welcome and respect for our guests and volunteers. We are an interfaith, 501c3 non-profit organization.

JOB SUMMARY:

The Outreach Coordinator is tasked with the day to day management and operation of the Winter Shelter program. This includes engaging with community partners to register guests prior to the beginning of the shelter season (November 1), managing guest check-in and dispersing to congregations each evening, and addressing any concerns with guests. The Outreach Coordinator is responsible for developing relationships with guests and is sensitive to the unique needs of those experiencing homelessness.

Qualifications

Seeking applicants with excellent communication skills and a positive guest services attitude. Working knowledge of Google Drive and Google Sheets/Excel or ability to learn quickly and attention to detail is required. All applicants must be interested in working with individuals and families experiencing homelessness and sensitive to the diverse issues faced by our guests.

Responsibilities

In addition to promoting and participating in an atmosphere of hospitality with staff, volunteers, and guests, the Outreach Coordinator's duties will include: intake of calls from prospective guests; conducting new guest registration and assessment; conducting new guest orientation; maintaining records of intake calls, new guest registration, and nightly guest attendance in internal system database. The Outreach Coordinator is responsible for maintaining the program's policies and procedures, ensuring RITI is a safe and welcoming environment for all both during guest assembly and as guests disperse to congregations. The Outreach Coordinator maintains the primary on-call responsibility for Winter Shelter - on-call to host congregations for emergencies during their host night.

Skills/Experience

- Approachable, friendly and flexible personality
- Minimum 2 years experience working with those experiencing homelessness or other at-risk populations
- Ability to work effectively under pressure
- Excellent organizational and problem solving skills
- Strong knowledge of computers, software, and internet
- Experience working in internal systems databases (CRM, spreadsheets, etc.)
- Ability to supervise and provide leadership to interns and volunteers
- Excellent oral communication skills
- Ability to establish effective professional relationships with culturally and racially diverse staff, volunteers and guests
- Ability to work effectively as part of a team as well as independently
- Knowledge of resources available in the Memphis/Shelby County area for vulnerable populations a plus

Other Requirements:

- Valid TN Driver's License and ability to be insured under the agency's vehicle is required.
- Reliable personal transportation required.
- Proof of COVID-19 Vaccination
- Current TB Test
- Ability to lift, bend and carry up to 25lbs regularly, occasionally up to 50lbs.
- Ability to alternate between standing and sitting.
- Ability to be on your feet for several hours.
- Work environment may be noisy and chaotic.
- Travel throughout Shelby County is required.

This job description is not meant to be a complete listing of professional duties or responsibilities.

Executive Director reserves the right to amend any job description and/or procedures. Every effort will be made to notify employees of changes within a reasonable amount of time.

Room in the Inn-Memphis is an equal opportunity employer and makes employment decisions on the basis of merit, qualifications and competence. Company policy prohibits unlawful discrimination based on gender, race, color, religion, creed, national origin, ancestry, citizenship, pregnancy, age, marital status, sexual orientation, medical condition, physical or mental disability or veteran status or any other consideration made unlawful by federal, state or local laws.