



## **Heading Home**

**Job Title:** Wellness Hotel Site and Services Coordinator  
**Program:** Heading Home WEHC/Wellness Hotel  
**Reports To:** Wellness Two Program Director  
**Hours:** Varies

Non-Exempt

### **Position Summary:**

The Wellness Hotel Site and Services Coordinator is responsible for the programmatic oversight and coordination of services at the Wellness Hotel. The Wellness Hotel was established by the City of Albuquerque Department of Family and Community Services to reduce density of the congregate shelter population at the WEHC and provide a non-congregate shelter option for homeless individuals most at risk of severe impacts if they contracted COVID-19 because of age or underlying medical conditions. The Wellness Hotel serves as a voluntary extension of the City's emergency shelter program during the COVID-19 pandemic period as it continues to threaten public health. This may be a seasonal position.

### **Essential Duties & Responsibilities:**

- Interact with referral agencies and medical team to determine eligibility based on criteria provided in the handbook.
- Conduct intake utilizing Intake Form
- Communicate with case managers and operations support staff on new intakes to help get guests established
- Track data as requested by the City
- Arrange meal distribution daily as required
- Track food delivery and quantities to avoid overages
- Liaison with City employees, medical providers, hotel staff, Heading Home staff, and case managers
- Coordinate with hotel security to ensure the safety of our guests.
- Manage PPE inventory in coordination with Facilities Director
- Coordinate intake and discharge planning with case manager
- Manage all on-site staff
- Conduct daily brief with all teams: operations support staff, security, and medical
- Other duties as assigned

### **The responsibility of all Heading Home employees includes the following:**

- Always represent and promote Heading Home in a positive and professional manner.
- Maintain good attendance and punctuality in keeping with Heading Home Policies.
- Attend all staff and organizational meetings as required.

- Observe and practice safe work habits and practices in compliance with regulations, statutes and organizational policies.
- Maintain client, resident, guest and organizational confidentiality in compliance with organizational policies and procedures.
- Read, understand and comply with all guidelines of the Heading Home Employee Handbook.

**Qualifications:**

To perform this job successfully, the individual must have excellent communication and interpersonal skills, must be able to think strategically and act quickly, and must work well with others across a broad spectrum of situations. The person will have demonstrated capacity in program management and task delegation. The requirements listed below are representative of the knowledge, skill, and/or ability necessary to satisfactorily perform the duties of the Site and Services Coordinator. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:**

Bachelor's Degree in Social Work, Social Services or related field. In the absence of a pertinent degree, individuals with commensurate work experience related to the Site and Services Coordinator position may be considered for the position. Three years of experience strong administrative skills are a must with a minimum of two years of experience in managing programs that serve individuals experiencing homelessness or other low-income populations. Past military service and working knowledge about issues of homelessness and direct client services are desired.

**Skills:**

- Excellent computer and keyboarding skills.
- Experience in running meetings and delegating tasks.
- Ability to communicate effectively both orally and in writing.
- Ability to maintain positive interpersonal skills across a broad range of professional situations.
- Ability to meet deadlines.
- Knowledge of Microsoft Word, Excel, PowerPoint, and Outlook.
- Knowledge of area service providers and community resources.
- Knowledge of similar community programs.
- Ability to communicate effectively orally and in writing.

**Other Requirements**

- Valid New Mexico driver's license and reliable transportation.
- Ability to navigate stairs, ladders, ramps and uneven terrain.
- \*CPR/ First Aid Certification or ability to become certified within 30 days of hire.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Signature \_\_\_\_\_ Date: \_\_\_\_\_  
Wellness Hotel Site and Services Coordinator

Signature \_\_\_\_\_ Date: \_\_\_\_\_  
AOC Emergency Housing Director