



Position: Overnight Program Coordinator
Reports to: Program Manager - Shelter
Hours: Full-time, 40 hours/week (Overnights)
Classification: Nonexempt
Salary Range: \$27.64 - \$31.25
Role: Onsite

ABOUT PORCHLIGHT

PorchLight is a 501(c)3 nonprofit organization founded in 1993 to provide a warm, safe, and hospitable place for single men to sleep and be nourished with three healthy meals each day. Today, with partnerships and support from King County's Eastside community, PorchLight serves more than 1,700 people each year with street outreach, day center services, shelters, permanent subsidized housing, case management, and other life-saving supportive services—including three meals a day, 365 days a year. PorchLight a healthy, fiscally stable organization with a dedicated Board and staff poised to advance its mission. Our core values are relationship, community, empowerment, dignity and respect. These values embody the PorchLight mission to partner with men experiencing homelessness & the community to create a path to stable living.

OVERVIEW OF POSITION

The Overnight Program Coordinator is critical to furthering PorchLight's mission and values in supporting PorchLight's various program areas. This role provides leadership and guidance to the staff while directly carrying out the program services in accordance with PorchLight systems, policies, mission, and values. The coordinator offers direct client assistance as needed. The coordinator routinely engages with internal and external partners and provides direct client assistance as required.

KEY RESPONSIBILITIES

Programs

Ensures overnight program activities are implemented as required to meet stated policies, goals, and objectives, including, but not limited to:

- Ordering, maintaining, and overseeing the distribution of needed inventory of cleaning/maintenance supplies, clothing, blankets, etc.
- Coordinating building maintenance/improvements with Program Managers
- Overseeing data collection and input by ensuring all client-related data is current, accurate, and input into the database.
- Assisting with policy, procedure, and training development
- Assist in hiring and onboarding new employees.
- Recommend disciplinary action or coaching and approve time off requests and timesheets.
- Making informed and independent decisions in emergencies and daily activities

Staffing

Supervision responsibilities include, but are not limited to:

- Overseeing overnight shelter support staff scheduling and inputting staff hours into the payroll system
- Conducting ongoing staff training and supervision (one-on-one and group) for shelter support staff
- Conducting and collaborating with interviews, hiring, and onboarding of new hires



- Providing on-call support for staff while being responsible that shifts have adequate coverage (shared responsibility with the Program Manager)
- Exhibiting leadership & guidance as part of the direct services team
- Fostering a collaborative working environment, maximizing employee productivity and morale

Service Delivery. Direct oversight of shelter climate and operations by:

- Reviewing client grievances and exits
- Delegating daily operations of shift leads and support staff as needed.
- Supporting de-escalations performed by support staff
- Course correct daily operations of support staff and clients, including cleaning protocols
- Training and specific aspects of staff supervision
- Maintaining a consistent on-site presence within the service spaces
- Supporting Program Manager with partnership and community engagement, volunteer engagement, and creating & implementing shelter programs
- Periodically speaking on behalf of PorchLight to share our mission and engage the community.
- Collaborating internally with the Case Management staff, Meals/Donations Coordinator, Computer support and Data Analyst.
- Remaining current with philosophies & approaches related to providing shelter and services for people experiencing homelessness.
- Other related duties as assigned.

QUALIFICATIONS, KNOWLEDGE, SKILLS REQUIRED:

- Remains current with philosophies, approaches & funding related to providing shelter and services for people experiencing homelessness.
- Bachelor's or associate degree and at least two years' related experience or an equivalent combination of education and experience.
- Strong comprehension and understanding of Trauma Informed Care.
- The ability to work with underserved communities and men experiencing housing opportunities.
- Strong interpersonal communication skills, demonstrating leadership acumen and building collaborative relationships.
- Strong commitment to PorchLight's mission and values.
- Energetic and forward-thinking with high ethical standards and an appropriate professional image.
- Understanding and respecting communities' diverse viewpoints about providing services to people experiencing homelessness.
- A strong orientation toward social justice concerns.
- Demonstrates a capacity for innovative thinking, characterized by creativity, empathy, and steadfast dedication to advancing the organization's mission.
- Ability to remain composure and proficient in high-pressure scenarios and adeptly engage with clients in demanding circumstances.
- Experience, ability, and willingness to work respectfully with culturally diverse people.
- Excellent organizational skills; accuracy and attention to detail required.
- Outstanding ability to organize self and others efficiently, diplomatically, and effectively.
- Ability to attend work regularly, including scheduled work time outside of typical office hours (evenings and weekends) and emergency after-hours responses.
- Proficiency in navigating Microsoft Office products, specifically Outlook email, Word and Excel.
- Other related duties as assigned.



CERTIFICATES, LICENSES & REGISTRATIONS:

- Washington driver's license and insurable driving record required.

ADA SPECIFICATIONS:

(Physical demands that must be met in order to successfully complete the essential functions of the job)

- Requires ability to communicate and listen actively.
- Requires ability to use computers, telephones and other office equipment.
- Requires prolonged periods of standing and walking
- Requires frequent bending, twisting, reaching, and kneeling.
- May require to be physically able to climb ladders, bend, and crawl into awkward spaces.
- May require to occasional lift up to 40 pounds at a time.

TIMELINE

Applications will be considered on an ongoing basis; position open until filled.

SUBMISSION

To apply, please submit resume to careers@porchlightcares.org

EQUAL OPPORTUNITY STATEMENT

Decisions and criteria governing the employment relationship with all employees at PorchLight are made in a non-discriminatory manner, without regard to race, color, creed, religion, national origin, sex, marital status, pregnancy, disability, sexual orientation, gender identity, veteran status, age, FMLA status, or any other factor determined to be unlawful by federal, state, or local statutes.

The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties and to assign other duties as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.