



Guest Services Associate

Full time, 37.5 hrs/week (M-F, 9am-4:30pm)

About us

The Mission of St. Margaret's House: Through the healing power of a loving community, we affirm the dignity of women and children by providing a safe space and meeting essential needs.

In working at St. Margaret's House, you will have the opportunity to impact our community in a positive and direct way. Our staff is a diverse group of highly capable and committed women with a range of professional and personal experiences.

About the position

As a general member of the Guest Services team:

- Collaborates in and promotes the mission and values of St. Margaret's House.
- In cooperation with the Director of Guest Services, works directly with all the guests of St. Margaret's House:
 - Conducts initial intakes; welcomes and explains rules and services to new guests.
 - Helps guests identify their immediate needs and coordinates efforts to meet these needs, making referrals to other agencies when appropriate.
 - Helps guests articulate and work towards personal goals.
 - Maintains ongoing hospitable and supportive relationships with guests and works to create this environment for the entire community.
 - Advocates for guests with other community and social service agencies.
- In collaboration with the Director of Guest Services and other staff, maintains records and necessary documentation.
- Attends all staff meetings, training, and professional development workshops.
- Represents St. Margaret's House to the wider community. Promotes relationships with other agencies and resources.
- Collaborates/assists with St. Margaret's House fundraisers.
- Participates in the general cleaning, maintenance and upkeep of St. Margaret's House. Works with guests to do daily chores, including post-lunch clean-up.

As a Guest Services team member with Spanish-language skills (preferred, but not essential):

- Builds relationships with the Spanish-speaking guests of St. Margaret's House and continually offers hospitality to new Spanish-speaking guests.
- Fosters relationships with individuals and organizations in our community relevant to the local Spanish-speaking population.
- Demonstrates sensitivity to and understanding of the particular needs and realities of Spanish-speaking women, including recent immigrants, in our community.
- Facilitates programming relevant to our Spanish-speaking guests, including prayer and spirituality offerings.

Requirements

- Bachelor's degree in Social Services (Social Work, Gender Studies, Psychology) or related field.
- Bilingual (Spanish/English) is preferred.
- Ability to work as part of a team in a fast-paced environment.
- High level of emotional intelligence and flexibility.
- Demonstrated understanding of trauma-informed care.
- Ability to lift 40 lbs.
- Preferred candidates will have a Master of Divinity or comparable pastoral training/experience, along with an eagerness to expand our spiritual programming to Spanish-speaking guests.

Compensation & benefits

Pay: Competitive wage, dependent upon qualifications and experience.

Paid Time Off: Paid holidays, vacation, and sick days.

Retirement: 403(b) plan with a 5% automatic employer contribution, plus a 1:1 match up to an additional 4%.

Employer-Subsidized Coverage: Medical, vision, and EAP coverage available.

Voluntary Benefits: Employee-paid dental, life insurance, disability, and HSA plans available.

How to apply

Email your cover letter, resume, and professional references to:

Katie Elliot M.Div., Ph.D., Executive Director

117 N. Lafayette Blvd. | South Bend, IN 46601 | 574-234-7795 | katie@stmargarethouse.org

Review of applications will begin as they are received and will continue until the position is filled.

St. Margaret's House is an equal opportunity employer.