

Spanish-speaking Guest Services Associate

Full time, 37.5 hrs./week
9am – 4:30pm, Monday – Friday

St. Margaret's House is a day center that improves the lives of women and children by providing individual attention to their immediate needs, breaking the bonds of isolation, and helping them acquire skills to better their lives. We believe that each woman is talented and gifted and deserves to be treated with dignity and respect.

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 staff member with Spanish-language skills:

- Builds relationships with the Spanish-speaking guests of St. Margaret's House and continually offers hospitality to new Spanish-speaking guests.
- Demonstrates sensitivity to and understanding of the particular needs and realities of Spanish-speaking women, including recent immigrants, in our community.
- Takes initiative to support Spanish-speaking women individually and as a group through events and programming relevant to their needs.
- Fosters relationships with individuals and organizations in our community relevant to the local Spanish-speaking population.

As a member of the Guest Services team:

- Collaborates in the mission of St. Margaret's House and promotes and adheres to the values as articulated in the SMH value statement.
- In cooperation with the Director of Guest Services and other staff, facilitates groups and programs that are to the benefit of our guests.
- In cooperation with the Director of Guest Services and other staff, works directly with the guests of St. Margaret's House:
 - Conducts initial intakes, welcomes and explains rules and services to each new guest.
 - Identifies with guests any 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 each guest 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 for guests and services provided.
- Attends all staff retreats, meetings, and development seminars.
- 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.

Requirements

- Bachelor's degree in Social Services (Social Work, Gender Studies, Psychology) or related field.
- **Ability to speak Spanish.**
- Ability to work as part of a team in a fast-paced environment.
- Proactively identifies what needs to get done and takes initiative to do it.
- High level of emotional intelligence and flexibility.
- Knowledge of and experience working in a trauma-informed environment.
- Ability to lift 40 lbs.

Compensation

- Salary range is \$43,000–\$47,000/year; dependent upon qualifications and experience.
- Paid holidays, individual medical insurance available, optional dental and vision insurance, defined employee contribution plan (retirement) after one year.

How to apply

Email your cover letter, resume and professional references to:

Katie Elliot, Executive Director, at the address below or via email: katie@stmargarethouse.org

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