

Guest Services Associate with Mental Health Expertise

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 mental health credentials/experience/expertise:

- Serves as a conversation partner for colleagues regarding mental health/addiction issues that arise with guests.
- Facilitates and teaches classes/groups related to mental health topics according to the needs of our guests, staff and volunteers.
- Key collaborator/leader in our efforts to continue to grow as a trauma-informed organization. We use the S.E.L.F. trauma-informed, psychoeducational model as a guide.

As a general 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 value statement.
- In cooperation with the Director of Guest Services, 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

- Master's Degree in the field of mental health, social work, or comparable mental health licensure.
- Relevant clinical experience in the mental health field.
- 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.
- Demonstrated understanding of trauma-informed care.
- Ability to speak Spanish a plus.
- Ability to lift 40 lbs.

Compensation

- Salary range is \$48,000 – \$55,000/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 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.