



P.O. Box 4005
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Portland, OR 97208
info@operationnightwatch.org

JOB TITLE: Downtown Program Coordinator

Days and Hours: 16.5 hrs./wk.

Thursday, Friday, Saturday: 6:00 to 11:30 p.m.

Pay: \$15.00/hour

Position Summary:

Operation Nightwatch manages two Hospitality Centers as well as a mobile unit in the Portland area where those who are homeless, low-income, or otherwise have no place to go are offered a safe, welcoming haven during the evening hours. As our “guests,” those who come to us are provided with food, and if needed, socks, blankets, and warm clothing. Registered nurses are on duty to provide foot-care and attend to elementary medical needs. We also treat guests to occasional entertainment such as movies, bingo, and karaoke nights. We like to make the environment of our Hospitality Centers such that, though an individual may not have a roof over his head, he can still (for a few hours a few evenings a week) feel “at home.”

Nightwatch has maintained a presence in downtown Portland since 1981. Currently hosted by the St. Stephen’s Episcopal Church, our Downtown Hospitality Center remains our “flagship” location. It draws 70-120 “guests” each night it is open. On site is not only the Hospitality Center itself, but also the Nightwatch office and storage from which the other Hospitality Centers are supplied.

The Downtown Program Coordinator has the responsibility of overseeing the operation of the Downtown Hospitality Center. S/he will have the aid of up to ten volunteers an evening. Typically, s/he also has the assistance of a college student serving as an intern during the school year.

Specific Responsibilities:

- Manage nightly operations
- Supervise volunteers and student assistant
- Oversee set-up and clean-up
- Keep inventory of supplies
- Orient new volunteers
- Organize and offer occasional programming (e.g. movies, bingo, karaoke nights)
- Maintain a peaceful and positive environment
- Develop rapport with Nightwatch guests, embodying the ideals of hospitality
- Maintain communication with the Executive Director

Qualifications:

- Bachelor’s degree in human services field (or equivalent experience)
- Ability to communicate effectively
- Strong sense of ethics, professional boundaries, and an inviting demeanor

- Respect for homeless people, diplomacy/tact, optimistic outlook and sense of humor
- Ability to work as a team member
- Adaptability: ability to work effectively in a fluid environment
- Ability to multi-task
- Physical ability to bend, stoop, kneel, squat, twist, reach, and occasional lift heavy objects
- Ability to climb stairs
- A tolerance of differences of opinion and appreciation of diversity
- Knowledge of de-escalation methods or willingness to be trained in de-escalation methods
- Must pass criminal background check and drug screening test

Cover letter, resume and references (or questions) to: info@operationnightwatch.org.

Deadline for submission: April 30, 2017.