



Job Description – HUB Coordinator

Status: Full-time
Category: Non-Exempt
Salary Level: 26.00 per hour

Date: February 12, 2025
Supervisor: Dir. of Stabilization Services
Approved by: Personnel Comm.

SUMMARY: Chum, with a four-year grant from the State of Minnesota, is establishing a Harm Reduction, Health, and Housing Hub Team (HUB) that will expand access to harm reduction supplies and connection to needed services. Chum will ramp up street outreach, peer support, nursing services, and housing support to provide harm-reducing services to those in active addiction, leading to improved prospects for appropriate housing solutions. Chum seeks a HUB Coordinator to oversee the program.

OVERVIEW: Chum is a non-profit 501(C)3 organization serving about 8,000 low-income, homeless, hungry, isolated, and otherwise marginalized community members annually. More than 40 faith-based congregations in Duluth are part of Chum and support our core mission: *people of faith working together to provide basic necessities, foster stable lives, and organize for a just and compassionate community.*

Chum operates Shelters – Adult, Emergency Family, Winter Warming, offers Street Outreach, Health and Food Shelf services, and provides permanent supportive housing services for the elderly and for families with histories of homelessness. Our advocacy focuses on policy and systems changes necessary to help improve the lives of people who turn to Chum for services. Chum also provides leadership to Stepping On Up (a collaboration of service agencies) that is working to change Duluth’s response to homelessness. We are committed to providing services in a manner that is informed by historic and contemporary forms of marginalization, as well as the current issues of increasing mental illness and substance misuse that challenge our target population. The HUB Coordinator must be attuned to these struggles and able to understand, articulate, and synthesize how Chum responds to these issues.

GENERAL DESCRIPTION: The HUB Coordinator will provide guidance to the HUB Team (Street Outreach Workers, Peer Support Specialist, Health and Wellness Nurse, Housing Navigator and Coordinator) and help coordinate case management of clients involved with HUB. We seek an individual with a human services background, plus supervisory experience and knowledge of community resources.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Coordinate HUB Team, and its strategies, work plans, coaching, and support services that are directed toward the unsheltered population in Duluth.
- Support the HUB Team members as they work in the field, make connections with individuals, and offer assistance to them.
- Expand connections with our target population, offering connections to additional resources personnel.
- Develop a public awareness campaign for HUB services, including an educational brochure.
- Work with other agencies to support client connection to crisis resolution, mental health stabilization, and healthcare and recovery services.
- Promote use of harm reduction supplies and ensure they are readily available.
- Ensure that expense reports and pay reimbursements are submitted to the State in a timely manner.

ESSENTIAL QUALITIES:

- Experience with using trauma-informed, person-centered, and harm reduction practices.
- Familiarity with harm reduction practices, overdose prevention and recovery resources
- Able to make decisions under pressure and maintain composure in crisis situations.
- Adaptable to changing conditions in a dynamic and unpredictable work environment.
- Able to maintain a positive demeanor and clear professional boundaries with staff, clients, and community partners.
- Knowledge of the root causes of homelessness and commitment to promoting positive social change.
- Able to communicate professionally and compassionately with participants, providers, coworkers and volunteers.
- Meticulous in protecting clients' private data.
- Able to understand and adhere to mandated reporting responsibilities.
- Possess a valid driver's license and reliable transportation.
- Able to pass a background check.

EDUCATIONAL REQUIREMENTS:

- Bachelor's degree in Social Work, Human Services, or other relevant field along with two (2) year's professional experience working with our target population. Extensive prior experience may offset degree requirements.

WORK CONDITIONS AND HOURS:

- Office at Chum, with regular presence at the Chum Shelter and Drop-In Center, Chum Warming Center and various other locations including encampments.
- Be able to work inside and outside at all times of the year, and (at times) traverse hilly and wooded terrain.
- 8-hour shifts, 5 days per week, with ability to flex hours based on emerging needs.
- May include some evening hours and weekend shifts.

EMPLOYEE BENEFITS

Employees of Chum enjoy an exciting benefits package which includes the following:

- Paid Time Off (PTO)
- Paid Holidays + 2 Floating Holidays
- Bereavement Leave (3 days)
- Employee Assistance Program (EAP)
- Financial Support of Educational Opportunities
- 403b Retirement Account
- Dental, Life, and Health Insurance
- Short- and Long-Term Disability Insurance
- Health Savings Account (HSA)
- Mandatory Benefits as defined by law

APPLICATION: Please send a cover letter and resume by e-mail to Chum@chumduluth.org with "HUB Coordinator" in the subject line. Resumes will be reviewed as received and the position will be open until filled.