



COLLEGE HOUSES Member Wellness Coordinator

Updated: February 2023

Formed in 1964, College Houses is a nonprofit organization that provides affordable housing to students at universities and colleges in Austin, Texas. Located in the West Campus neighborhood near the University of Texas campus, College Houses' seven Co-op Houses are home to over 500 members. The organization is managed by a board of directors mainly comprised of members residing in the seven Houses. Members of each House attend weekly meetings and elect officers that manage the daily operations of their House. College Houses fosters community, supports education, and promotes its members' personal development and well-being.

Reports to: Executive Director **Hours/status:** Full-time; Salaried- non-exempt

Responsible for: The **Member Wellness Coordinator** is responsible for providing leadership, management, and oversight of College Houses' Member Engagement and the management of its various services. They promote a positive living and learning experience for residents and staff.

Duties:

A. Member Wellness

- Act as internal contact for all members after they sign their lease with College Houses;
- Hold members accountable to the rules and regulations set by the Board of Directors and the members of the organization;
- Provide information regarding available resources in the Austin, TX community to assist members with their wellness (physical, emotional, and mental): work with outside agencies to provide free and affordable support and services to members. The Wellness Coordinator will **not** be responsible for providing individual counseling or therapy services to members of College Houses;
- Handle sensitive membership issues in coordination with the Executive Director.
- Assist Executive Director in risk management and matters that involve attorneys;
- Coordinate emergency services with universities, emergency responders, family members, and other emergency contacts;
- Serve in an on-call capacity to support the Executive Director during emergency response situations (may occur during evenings, weekends, and holidays);
- Provide excellent customer service and potential solutions in handling sensitive issues;
- Conduct confidential meetings with members regarding matters that may impact their wellness;
- Develop, coordinate, and implement educational programming about wellness (physical, emotional, and mental) throughout the College Houses organization;
- Offer mentoring and suggestions to members through the Incident Reporting process;
- Develop and provide crisis intervention strategies and resolution to conflict to improve the overall member experience;
- Intervene on behalf of any member whose immediate personal concerns or problems put themselves or other members at risk;
- Promote the overall well-being of members through consistent engagement;

B. House Coordination, Training, and Support

- Design and coordinate training regarding risk management practices and implement that training at each of the seven Houses;
- Coordinate with House officers and College Houses staff to ensure training materials are up to date and used correctly in each House;
- Train and support Membership Coordinators (“MemCos”) each semester on which matters can be handled by MemCos and which matters must be referred to College Houses employees; this may include engaging in impromptu meetings as needed to teach MemCos about their responsibilities;
- Train MemCos on proper techniques for conflict resolution and mediation of disagreements that sometimes can occur between members of the 7 Houses;
- Support MemCos with what they may need to achieve their day-to-day responsibilities;
- Facilitate meetings with members, College Houses staff, and House officers as needed;

E. Administrative Duties

- Print and distribute the New Member Guide for New Member Orientation and training materials for Officer Orientation
- Collaborate with the Marketing Director to create and distribute monthly member newsletter, as well as other member-centered communications via email

F. Resource

- Serve as a neutral mediating influence for members (including officers) at each of the seven Co-Op Houses when disagreements may occur;
- Preparation of reports, research, policy drafting, and recommendations, as needed;
- Create educational opportunities for members to grow and develop;

H. Staff Support

- Cross-train with Administrative Coordinator to cover systems administration in their absence when necessary;
- Coordinate with the Executive Director and Board of Directors for special projects;
- Act as staff support at networking events involving College Houses members;
- Facilitate a welcoming atmosphere for members, officers, and staff;
- General reception in the absence of front desk coverage: walk-ins, phone calls, payment processing, package notifications, and information requests;
- Work as part of a team of professionals supporting co-op members and facilitating the success of the organization;
- Other duties as assigned;

Working Conditions

- Will work around standard office conditions and may spend extended periods at a desk working at a computer, including repetitive use of a keyboard at a workstation;
- Expected to work 40 hours each week and be in the office at least three days per week from 10 am – 6 pm, Monday through Friday;
- Available by phone, email, video conferencing, or in-person (if needed) on the two work-from-home days.
- Requires the ability to perform tasks that involve bending, lifting, walking, carrying, and using force equal to lifting up to 50 pounds, with or without accommodations;

Knowledge, abilities, and skills

- Knowledge of and skill in student housing, communications, adult education, and program management;
- Skill in both written and oral communication;
- Skill in using computers and related software applications;
- Skill in data analysis and problem-solving;
- Skill in planning and organizing;
- Skill and ability in the practice of leadership, education, and training of others;
- Ability to handle stressful situations with calmness and composure;
- Ability to create and maintain relationships with multiple stakeholder groups;
- Ability to recognize and recommend process improvement;
- Ability to establish and maintain effective working relationships with stakeholders;

Required Qualifications

- Bachelor's degree (minimum) in Social Work, Therapy, Counseling, or a related field;
- Minimum of 3 years of experience in providing social work/therapy to young adults;
- Minimum of 3 years of experience working with college-aged students (not as faculty);
- Ability to skillfully utilize Microsoft Office software;
- Experience navigating difficult situations and conflict resolution;
- Ability to multi-task with little to no supervision;
- Solution-driven with strong interpersonal and communication skills;
- Ability to work occasional evenings and flexible hours;

Preferred Qualifications

- Experience working with issues involving mental health;
- Experience working with LGBTQIA+ and other issues regarding gender identity;
- Experience with planning and leading events of 100+ people;
- Ability to skillfully utilize Google Workspace;
- Experience using Survey Monkey, Mailchimp, and creative content creation software;
- Knowledge of Cooperative Business Model;

Compensation

College Houses offer a competitive benefits package, including full medical and dental insurance, a retirement plan, paid vacation, sick leave, and holidays. The starting salary range for this position is between \$45,000 - \$55,000 and will be commensurate with experience and education.

Application Process

Please submit your resume, cover letter, and three professional references jobs@collegehouses.org