



Position Title:	Employment & Café Services Coordinator
Salary	P30, starting at \$20.50 per hour
FLSA Status	Nonexempt
Job Status	Regular, Hourly, 20 Hours per Week
Program Site	New Leaf
Reports To	Program Director, New Leaf
Job Summary	In keeping with Transitions' mission and core values, work alongside New Leaf staff to ensure the mission and value-driven operation of the New Leaf job training cafes.
Essential Job Duties	Participant Support Services • Provide direct teaching and support to program participants in alignment with service plans and program curriculum. • Deliver services using trauma-informed, person-centered, and harm-reduction approaches. • Collaborate with participants to develop, implement, and regularly evaluate individualized service plans. • Maintain detailed case notes, service delivery plans, and other documentation in compliance with relevant funding sources. Retail & Food Service Management • Support the efficient day-to-day operation of café locations, including opening and closing procedures, food and beverage preparation, cleaning, inventory management, and cash handling. • Fill operational staffing gaps as needed, including Saturdays, ensuring continuity of service and participant learning opportunities. • Ensure compliance with all health, sanitation, food safety, and workplace safety standards. • Perform routine cleaning, preventative maintenance, and organization of facilities and equipment. • Deliver exceptional customer service and foster positive relationships with customers, community members, and stakeholders. General Role Responsibilities • Participate in scheduled team meetings and one-on-one meetings with Program Director.

	• Contribute to organizational goals by supporting program effectiveness, participant outcomes, and long-term fiscal sustainability. • Demonstrate flexibility and a willingness to support evolving program and operational needs. • Represent New Leaf professionally and positively when interacting with participants, partners, customers, volunteers, and community members. • Uphold New Leaf's mission, values, and commitment to empowering individuals on their path toward employment and self-sufficiency. • Within the context of stated principal duties and consistent with Transitions fundraising and marketing efforts, serve as ambassador and positive representative of Transitions' mission, values, and programmatic efforts. • Other duties as assigned.
Key Accountabilities	➤ Arrive on time and ready to work on the assigned schedule ➤ Follow direction, maintain open communication, and coordinate effectively within a team ➤ Comply with company policies, procedures, and workplace expectations ➤ Work effectively in a collaborative, fast-paced environment with multiple priorities ➤ Demonstrate professionalism, healthy boundaries, and personal wellness practices ➤ Engage respectfully and non-judgmentally with individuals from diverse backgrounds ➤ Stay organized, prioritize strategically, and complete tasks and objectives on time
Job Competencies	Integrity and Trust: Is someone that is truthful and honest. Is willing to admit mistakes and does not misrepresent self for personal gain. Shows up for work shifts on time and consistently. Decision Making: Makes well-informed, effective, and timely decisions, even when data are limited, or solutions produce unpleasant consequences; perceives the impact and implications of decisions. Planning: Determines the length and difficulty of tasks and projects. Breaks down work into process steps. Develops schedules and anticipates problems or roadblocks. Organization: Can arrange resources and information in a useful manner to get things done and accomplish goals.

Minimum Education, Experience and Training	Work Skills • Minimum of 1 year café, restaurant, or retail experience. • Minimum of 1 year training experience. • High level of customer service acumen. • High attention to detail and strong organization ability. • Excellent written and oral skills. Attributes & Traits • Ability to be respectful, supportive, and compassionate towards all people, including those in crisis. • Ability to maintain confidentiality and respect privacy of others. • Familiarity with Trauma-Informed Care, willingness to learn about service delivery methods and issues impacting program participants. • Ability to establish and maintain professional boundaries. Licenses and Certifications • Over 18 years-old. • Ability to pass criminal history background check. • Possess or able to quickly obtain a Washington State Food Handler's card.
Employee Signature:	Date: