St. John the Evangelist Homeless Shelter

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Night Shift Lead</th>
<th>Supervisor:</th>
<th>Program Manager</th>
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<tbody>
<tr>
<td>Department/Group:</td>
<td>St. John Homeless Shelter, Inc.</td>
<td>Job Code/ Req#:</td>
<td></td>
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<tr>
<td>Location:</td>
<td>411 St. John Street</td>
<td>Travel Required:</td>
<td>Minimal</td>
</tr>
<tr>
<td>Level/Salary Range:</td>
<td>N4</td>
<td>Position Type:</td>
<td>Part-time; 12a-9a</td>
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<td></td>
<td></td>
<td>Seasonal (October-May)</td>
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<td></td>
<td></td>
<td></td>
<td>Approximately 30 hours/week</td>
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<tr>
<td>HR Contact:</td>
<td>Alexia Wood, Executive Director</td>
<td>Date posted:</td>
<td>August 8, 2016</td>
</tr>
<tr>
<td>Will Train</td>
<td>Yes</td>
<td>Posting Expires:</td>
<td>September 9, 2016</td>
</tr>
<tr>
<td>Applicant(s):</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>External Postings:</td>
<td>Fox 11 Job Finder, Wisconsin Job Center, Shelter website and Facebook page, Shelter Volunteer Email Distribution List</td>
<td></td>
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<tr>
<td>Internal posting URL:</td>
<td><a href="http://www.stjohnhomelessshelter.org">www.stjohnhomelessshelter.org</a></td>
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<td>Applications Accepted By:</td>
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**FAX OR E-MAIL:**
(920) 436-9765 or [awood@sjehs.org](mailto:awood@sjehs.org)
Subject Line: **Attention:** Alexia Wood Re: Night Shift Lead

**MAIL:**
Alexia Wood
St. John the Evangelist Homeless Shelter
PO Box 1743
Green Bay, WI 54305

**Job Description**

**ROLE AND RESPONSIBILITIES**

Responsibilities for this seasonal, part-time position include providing a seasonal, overnight shelter for homeless adults and provision of services to the homeless population. The primary focus of this position is performance of thorough and accurate guest intake, recording of guest interactions, case management duties, coordination of duties and direction of support and safety/support staff, accurate daily data entry into Wisconsin Service Point, shift supervision and ensure adequate shift coverage.

- "Embrace the mission and vision of the Catholic Diocese of Green Bay and work in accordance with Catholic Social Teachings and the moral and ethical values of the Catholic Church."
- Supervise and direct support and safety staff during shift for completion of duties, ensure adequate coverage on all shifts and direct staff activity as needed.
- Individual is responsible for readiness of kitchen for volunteers in am and guest completion of chores and readiness of shelter for 9am daily close.
- Complete thorough and accurate guest intake, guest notes, daily log/form reviews, referral appointments, and assist on-site agencies as needed. Ensure readiness for on-site visits by area service providers. Routinely review guest charts for services, behaviors, needs, issues, history, trends, and follow-through. Work closely with Lead Support staff and report and staff or guest concerns. Notify Program Manager of concerns or issues requiring additional attention.
- Oversee volunteer duties and needs only as necessary. Contact Volunteer Coordinator or Lead Volunteer as...
St. John the Evangelist Homeless Shelter

needed.

- Communicate effectively with staff concerns that arise regarding their performance. Notify Program Manager of performance and attendance concerns.
- Accurately and efficiently record shelter data on a daily basis, including WISP. Perform monthly cumulative reports of shelter season data for Executive Director.
- Track guest work schedules, medication schedules, and compliance with shelter rules. Record incident reports, neighborhood concerns, and guest concerns.
- Effectively handle guest and staff corrective behavior as needed in discreet and respectful manner.
- Communicate necessary information to following shift staff to allow for smooth transition and good communication.
- Attend staff meetings and training routinely and facilitate staff and guest meetings as needed.
- Perform other duties as assigned by Program Manager.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Associate degree preferred with experience in supervision, detailed data entry with a background in the Human Service field and community resources preferred. Bachelor Degree in related field preferred.
- Accurate and complete recording of data
- Excellent Computer skills: MS Word, MS Excel, MS Access, Internet and working experience with Wisconsin Service Point or similar intake program. Ability to compile reports from computer data
- Experience working with following issues needed: mental health, substance abuse, variety of behaviors, low-income and/or homeless populations, and health care.

ABILITIES

- Complete job duties accurately and effectively
- Establish and maintain professional boundaries with guests, volunteers and co-workers
- Effectively coordinate and work in a positive manner with collaborating agencies as an advocate for homeless guests
- Familiar with community resources and assists guest with completion of forms as needed.
- Communicate corrective behavior needs, actions, and consequences to staff and guests in a clear, positive, and discreet manner with a focus on desirable behavior as needed.
- Mentor and guide staff in supportive manner for individual development and improved performance, particularly pertaining to data information and shift responsibilities

SKILLS

- Demonstrate ability to progressively anticipate, recognize, and effectively deal with a variety of human behaviors
- Effectively assess variety of situations and respond appropriately based on shelter policy and procedures
- Demonstrate leadership skills

PHYSICAL/VISUAL/MENTAL DEMANDS:

Position requires ability to respond effectively to staff, guests, collaborative agency representatives, and volunteers with questions and concerns in areas of responsibility. Must have excellent command of computer software programs: Word and database software, and operate fax, copy machine and all office equipment for communication purposes. Physical access to all areas of facility necessary. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
**TYPICAL WORKING CONDITIONS:**

Position may require weekend hours and possible availability on other shifts for proper staff coverage. Staff hours are typically 12:00am to 9:00 am. *Minimum* of three shifts per week required with additional preferred. Two holiday shifts required. Responsible to find coverage if unable to work scheduled shift. Sitting, standing, walking, bending, lifting up to 20 pounds, and climbing stairs are typical. Person in this position will work less than 1,000 hours per calendar year.

**NATURE OF SUPERVISION RECEIVED:**

Works under the direct supervision of the Program Manager. Works independently within the authority limits and experience level. Duties require individual initiative to recognize and research guest’s needs and problems, and respond to appropriately with minimal supervision. Independent decision-making and good judgment expected in handling of staff and guest behavior based on procedural guidelines.

**JUDGMENT EXERCISED/DECISIONS MADE:**

Scope of judgment to be exercised varies with project and growth in position knowledge. Employee is expected to make take initiative and make decisions based on shelter rules, policies, and procedures. Employee is expected to bring major problems and issues to Program Manager or Executive Director.

**FINANCIAL RESPONSIBILITY:**

Responsible to accurately complete time sheet (hours worked) by established deadline and monitor support staff timesheets for accuracy. Responsible for monitoring office and facility supply needs.

**SUPERVISION EXERCISED/NUMBER OF EMPLOYEES SUPERVISED:**

Oversee operations of night shift, and supervise 5-10 people.

**ADDITIONAL NOTES**

None

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<tr>
<th>Reviewed and Approved By:</th>
<th>Date:</th>
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<tbody>
<tr>
<td>Alexia Wood</td>
<td>July 22, 2016</td>
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<table>
<thead>
<tr>
<th>Last Updated By:</th>
<th>Date/Time:</th>
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<tbody>
<tr>
<td>Angela Mihalko</td>
<td>July 21, 2016</td>
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