



Job Title:	Safety Staff	Supervisor:	Security Advisor
Department/Group:	Shelter	Location:	411 St. John Street
Travel Required:	Minimal	Position Type:	Part-Time; Irregular, Seasonal (Oct-May) 4pm-12am, 12am-9am
Will Train Applicant(s):	Yes	HR Contact:	Stephanie Kleman, Director of Business
Date posted:	Monday, August 12, 2019		

To apply complete our online application and attach a cover letter and resume.

Job Description

ROLE AND RESPONSIBILITIES

St. John’s is a seasonal, overnight shelter for homeless adults and provision of services to the homeless population. The primary focus of this position is for the safety of guests, staff and volunteers. Secondary focus is as a Support Staff.

- Maintain and promote a safe and welcoming Shelter environment for all guests, staff and volunteers who walk through the doors.
- De-escalate potentially threatening situations with a focus on guest engagement with programming services.
- Collaborate with law enforcement when necessary, ensuring a positive and supportive working relationship between key players in critical moments.
- Routinely check internal and external premises of buildings in all weather conditions; ensure an accurate knowledge of who and what is in the buildings throughout shift.
- Serve as a voice of encouragement, a coach and an advocate to individuals needing hope and support in moments of crisis. Greet guests in a spirit of compassion, promote supervision and authority in the spirit of family and community and seek to serve rather than be served. Recognize critical conversations and assertiveness are necessary but should always be conducted in the spirit of helping guests move forward in their journey.
- Conduct thorough background checks, searches, data entry and maintain supervision over the shelter’s security cameras.
- Screen for eligibility and appropriateness at the door.
- Accompany guests outside cigarette breaks as needed.
- Perform other duties as assigned by Security Advisor, Shelter Manager or Team Lead.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- High School Degree, Safety or security training desired
- Experience working with mental health, substance abuse, low income and/or homeless populations preferred
- Basic computer skills: (i.e. Internet, MS Word)

ABILITIES

- Stay alert and in-tune to potential disruptions and risk of physical altercations within the shelter environment and among guests.
- Communicate corrective behavior needs, actions and consequences to guests in a clear, positive and discreet manner with a focus on desirable behavior.
- Demonstrate ability to maintain order, proactively take charge of situations and exercise appropriate judgment in crisis situations, including the physical ability to intervene in critical or emergency situations.
- Anticipate, recognize and effectively deal with a variety of human behaviors; notifying law enforcement if deemed necessary.



- Complete specific job duties accurately, with close attention to detail, and effectively with the ability to multi-task as needed.
- Establish and maintain professional boundaries with guests, volunteers and co-workers.

PHYSICAL/VISUAL/MENTAL DEMANDS:

Ability to hear and see the work environment; be awake, alert and able to respond to matters requiring immediate attention including individuals and environment. Must effectively monitor, maintain and record information. Physical access to all areas/levels of facility is necessary. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Must be able to remain awake and alert throughout shift.
- Must be able to carry and lift 20+ lbs.
- Walking; including bending, twisting and stairs for extended periods of time.
- Effectively coordinate and work in a positive manner.

TYPICAL WORKING CONDITIONS:

Person(s) in this position will work less than 1,500 hours per calendar year which requires evenings/overnight hours, weekdays, weekends and holidays. Typical hours are 4pm – midnight and midnight to 9am. Individual is responsible to find coverage if not available to work scheduled shift. Perimeter checks of building in adverse weather conditions will be necessary.

NATURE OF SUPERVISION RECEIVED:

All Safety Staff work under the direct supervision, training and support of the Security Advisor. During a shift, Safety Staff takes direction from the Team Lead who assigns and monitors completion of duties, assists in prioritization of tasks, offers help, guidance and explains need for any corrective behavior.

JUDGMENT EXERCISED/DECISIONS MADE:

Safety Staff works independently within authority limits and experience level and growth in position knowledge. Duties require individual initiative to recognize, research shelter needs and problems and make decisions based on shelter rules, policies and procedures. Major issues will be taken to the Security Advisor and/or Shelter Manager.

FINANCIAL RESPONSIBILITY:

Responsible to accurately complete time sheet (hours worked) by established deadline.

SUPERVISION EXERCISED/NUMBER OF EMPLOYEES SUPERVISED:

No supervision of staff is required of this position.

ADDITIONAL NOTES

St. John’s is an equal opportunity employer. Employment selection and related decisions are made without regard to gender, race, age, disability, religion, national origin, color, gender identity, sexual orientation, veteran status or any other protected class.

Reviewed and Approved By:	Alexia Wood, Executive Director	Date:	August 1, 2019
Last update by:	Stephanie Kleman, Director of Business Admin James Mitchell, Security Advisor	Date:	July 31, 2019