



Job Title:	Support Staff	Supervisor:	Shelter Manager
Department/Group:	Shelter	Location:	411 St. John St
Travel Required:	Minimal	Position Type:	Part-Time; Irregular, Seasonal (Oct-May) 4pm-12am, 12am-9am
Will Train Applicant(s):	Yes	HR Contact:	Stephanie Kleman
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 to provide direction and services to guests, staff and volunteers.

- Provide advocacy and support for Shelter guests.
- Provide a safe, healthy and efficient environment in the facility.
- Assist with guest records, agency appointments, guest work schedules, medication(s), wake up calls and compliance with Shelter rules.
- Record incident reports, neighborhood concerns and guest concerns and report significant guest information to Team Lead, Case Management and other staff as appropriate.
- Complete all shelter forms, logs, surveys and records accurately and timely with minimal direction.
- Perform general Shelter duties (i.e. notify Team Lead of office and general supply needs, cleaning, complete laundry) as needed.
- Take initiative to anticipate and complete needs and duties for the efficient functioning of Shelter.
- Perform other duties as assigned by Shelter Manager or Team Lead.

**QUALIFICATIONS AND EDUCATION REQUIREMENTS**

- High School degree, Associate degree or equivalent preferred
- Basic computer skills: (i.e. Internet, MS Word)
- Experience working with mental health, substance abuse, low income and/or homeless populations preferred.

**ABILITIES**

- Utilize strong interpersonal/communication skills to provide guest advocacy and support to people from diverse backgrounds and with diverse abilities.
- Treat all guests, volunteers, co-workers and supervisors with respect and dignity.
- Anticipate, recognize and effectively deal with a variety of human behaviors; be able to verbally defuse negative situations.
- Communicate corrective behavior needs, actions and consequences to guests in a clear, positive and discreet manner with a focus on desirable behavior as needed.
- Work effectively and cooperatively with staff, guests and volunteers in a positive manner; demonstrate a positive attitude at all times.
- 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 coworkers.

**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, midnight to 9am, and 5am to 9am. Individual is responsible to find coverage if not available to work scheduled shift.

**NATURE OF SUPERVISION RECEIVED:**

All Support Staff work under the direct supervision of the Shelter Manager. During a shift, Support 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:**

Support Staff works independently within the 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 Team Lead when available and subsequently to the Shelter Manager and/or Program Director.

**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 Joe Wilmet, Shelter Manager	Date:	July 31, 2019