



Job Title:	Team Lead	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.

- Ensure adequate staff coverage, assign and monitor completion of staff duties, assist in prioritization of tasks, offer help and guidance and explain any needs for corrective behavior.
- Complete thorough and accurate guest intake, guest notes, daily log/form reviews, referral appointments and assist on-site visitors/agencies as needed. Work closely with Case Managers regarding guest concerns. Notify Shelter Manager of concerns or issues requiring additional attention.
- Oversee completion of duties to ensure shelter readiness for on-site visits by other service providers and tours.
- Communicate performance concerns effectively with staff. Notify Shelter Manager of all performance and attendance concerns.
- Track guest records, agency appointments, guest work schedules, medication, wake-up calls and compliance with Shelter rules.
- Record incident reports, neighborhood concerns and guest concerns and report significant guest information to Shelter Manager, Case Management and other staff as appropriate.
- Effectively handle guest and staff corrective behavior as needed in a discreet and respectful manner.
- Communicate with prior and following shift staff to allow for smooth transition and good communication. Complete daily shift notes and route to appropriate staff.
- Attend staff meetings and training routinely and facilitate shift kick-off meetings.
- Perform all duties as assigned by Shelter Manager.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Associate degree with a background in the Human Service field and community resources preferred.
- Previous supervisory experience preferred.
- Excellent computer and data entry skills: MS Word, MS Excel and Internet
- Experience working with the following: mental health, substance abuse, low-income and/or homeless populations and healthcare.

ABILITIES

- Mentor and guide staff in supportive manner for individual development and improved performance; particularly pertaining to data information and shift responsibilities.
- Anticipate, recognize, assess and effectively deal with a variety of human behaviors and situations, responding appropriately based on Shelter policy and procedures.



- Communicate corrective behavior needs, actions and consequences to staff and guests in clear, positive and discreet manner with focus on desirable behavior as needed.
- Demonstrate leadership skills.
- Complete job duties accurately and effectively, including operation of fax, copy machine, walkie-talkies and all other office equipment for communication purposes.
- 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 and midnight to 9am. Individual is responsible to find coverage if not available to work. Perimeter checks of building in adverse weather conditions will be necessary.

NATURE OF SUPERVISION RECEIVED:

Team Lead works under the direct supervision of the Shelter Manager.

JUDGMENT EXERCISED/DECISIONS MADE:

Team Lead works independently within authority limits and experience level and growth in position knowledge. Major issues will be taken to the Shelter Manager and/or the Program Director.

FINANCIAL RESPONSIBILITY:

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

SUPERVISION EXERCISED/NUMBER OF EMPLOYEES SUPERVISED:

Oversee operations of evening shift and supervise 3-5 staff, 3-10 volunteers and nightly guests.

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.

Review and Approved By:	Alexia Wood, Executive Director	Date:	August 1, 2019
Last Updated By:	Stephanie Kleman, Director of Business Admin Joe Wilmet, Shelter Manager	Date:	July 31, 2019