



St. John the Evangelist Homeless Shelter

Job Title:	Night Shift Coordinator	Supervisor:	Program Director
Department/Group:	St Johns Shelter / Micah Center	Job Code/ Req#:	
Location:	411 St. John Street	Travel Required:	Daily, May - October
Level/Salary Range:	N4	Position Type:	Full Time: 8:30p to 6:30a – May-October 12:00a to 9:00a – Nov-April
HR Contact:	Alexia Wood, Executive Director	Date posted:	October 9, 2018
Will Train Applicant(s):	Yes		
External Postings:			
Internal posting URL:	www.stjohnhomelessshelter.org		
TO APPLY: Submit a resume and cover letter by fax, email or mail.			
FAX OR E-MAIL: (920) 617-8701 (fax) or humanresources@sjehs.org Subject Line: Attention: Night Shift Coordinator		MAIL: Human Resources St. John the Evangelist Homeless Shelter PO Box 1743 Green Bay, WI 54305	
Job Description			
<p>ROLE AND RESPONSIBILITIES</p> <p>Responsibilities for this year around full-time position include providing supervision of guests in 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 staff, accurate daily data entry into Wisconsin Service Point, shift supervision and ensure adequate shift coverage.</p> <ul style="list-style-type: none"> • 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 daily close at 9am or 6:30am respectively. • 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 other staff regarding guest concerns. Notify Program Director of concerns or issues requiring additional attention. • Oversee volunteer duties and needs only as necessary. Contact Volunteer Coordinator or Lead Volunteer as needed. • Communicate effectively with staff concerns that arise regarding their performance. Notify Program Director of performance and attendance concerns. 			



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- 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 with prior and 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 Director.

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 guests 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 will require weekend hours and holidays for proper staff coverage. Staff hours are typically 12:00am to 9:00 am Shelter season and 8:30pm to 6:30am COTS season.. Responsible to find coverage if unable to work scheduled shift. Sitting, standing, walking, bending, lifting (up to 20 pounds), and climbing stairs are typical.



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NATURE OF SUPERVISION RECEIVED:

Works under the direct supervision of the Program Director. 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 Director 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 2-3 staff along with up to 83 guests.

ADDITIONAL NOTES

None

Reviewed and Approved By:	Alexia Wood	Date:	March 1, 2018
Last Updated By:	Leanne Baeten	Date/Time:	March 1, 2018