



Job Title:	Overnight Security	Supervisor:	Program Director
Department/Group:	St. John Homeless Shelter, Inc.	Position Type:	Full Time: 8:30p to 6:30a – May-October 12:00a to 9:00a – Nov-April
Location:	411 St. John Street	Travel Required:	None
HR Contact:	Alexia Wood, Executive Director	Date posted:	August 27, 2018
Will Train Applicant(s):	Yes		
External Postings:	Fox 11 Job Finder, Wisconsin Job Center, Shelter website and Facebook page, Shelter Volunteer Email Distribution List		
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: SJEHS Overnight Security		MAIL: St. John the Evangelist Homeless Shelter PO Box 1743 Green Bay, WI 54305 Attention: Overnight Security	
Job Description			
<p>Responsibilities for this fulltime year around position include providing seasonal, overnight sheltering for homeless adults and provision of services to the homeless population, assuming primary responsibility for all tasks related to safety/security. Secondary focus is as a support staff.</p> <p>ROLE AND RESPONSIBILITIES:</p> <ul style="list-style-type: none"> • Serve as a voice of encouragement, a coach and an advocate to individuals needing hope, support and encouragement in moments of crisis. Greet them in the spirit of compassion, supervise and use authority in the spirit of family and community, seek to serve rather than be served. Recognize that critical conversations and assertiveness are necessary but should always be conducted in the spirit of helping someone forward in their journey. • Complete thorough and accurate guest background check, personal search, and property search as required. Work closely with other staff regarding guest concerns. Notify Program Director of concerns or issues requiring additional attention. • Responsible to 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 immediate and ongoing safety for all. • Complete data entry and maintain supervision over the shelter's security cameras. • Screen for eligibility and appropriateness at the door. • Collaborate with law enforcement and emergency personnel when necessary, ensuring a positive and supportive working relationship between key players in critical moments. • Perform routine checks of internal and external premises of buildings and surrounding areas in all weather conditions; ensure an accurate knowledge of who and what is in the buildings at all times • Individual is responsible for guest completion of chores and readiness of shelter for daily close at 9am or 6:30am respectively <p>QUALIFICATIONS AND EDUCATION REQUIREMENTS</p> <ul style="list-style-type: none"> • High School Degree; Safety or security training desirable. • Good Computer Skills: Internet and MS Word with accurate data entry 			



- Experience working with mental health, substance abuse, low income and/or homeless populations

ABILITIES AND SKILLS

- Complete specific job duties accurately and effectively with close attention to detail
- Provide client advocacy and support while maintaining professional boundaries
- Demonstrate ability to stay alert and in-tune to potential disruptions and risk of physical altercations within the shelter environment and among guests
- Recognize need to proactively take charge of situations and do so in a timely manner
- Effectively communicate corrective behavior needs, actions and consequences to guests in a clear, positive, and discreet manner with a focus on desirable behavior as needed
- Demonstrate ability to progressively anticipate, recognize, and effectively deal with a variety of human behaviors; notify law enforcement if deemed necessary
- Demonstrate ability to verbally defuse negative situations

PHYSICAL/VISUAL/MENTAL DEMANDS:

Ability to hear and see the work environment; being awake, alert, and able to respond to matters requiring immediate attention including individuals and environment. Individual must effectively monitor, maintain, and record information of shelter security system. 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:

Overnight hours weekdays, weekends and holidays. Staff hours are typically 12:00am to 9:00 am Shelter season (November-April) and 8:30pm to 6:30am COTS season (May-October). Staff must remain awake and alert throughout the shift. Responsible to find coverage if unable to work scheduled shift. Sitting, standing, walking, bending, lifting (up to 20 pounds), and climbing stairs are typical. Perimeter checks of building in adverse weather conditions are necessary.

NATURE OF SUPERVISION RECEIVED:

Works under the direct supervision of the Night Shift Coordinator who in turn works under the direction of the Program Director. All Safety Staff work under the training and support of the Safety Advisor. Works independently within the authority limits and experience level. Duties require individual initiative to recognize and research shelter needs and problems.

JUDGMENT EXERCISED/DECISIONS MADE:

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

FINANCIAL RESPONSIBILITY:

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

SUPERVISION EXERCISED/NUMBER OF EMPLOYEES SUPERVISED:

Supervision of additional PT security staff, PT support staff, volunteers and guests is required.

ADDITIONAL NOTES

None

Reviewed and Approved By:	Alexia Wood	Date:	August 2, 2018
Last Updated By:	Leanne Baeten	Date/Time:	August 2, 2018