



St. John the Evangelist Homeless Shelter

Job Title:	Safety Staff	Supervisor:	Program Director
Department/Group:	St. John Homeless Shelter, Inc.	Job Code/ Req#:	
Location:	411 St. John Street	Travel Required:	Minimal
Level/Salary Range:	N3	Position Type:	Part-time; Irregular Seasonal (October-May) 4pm-12am; 12am-9am
HR Contact:	Alexia Wood, Executive Director	Date posted:	August 17, 2017
Will Train Applicant(s):	Yes	Posting Expires:	September 15, 2017
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		
Applications Accepted By:			
FAX OR E-MAIL: (920) 436-9765 or awood@sjehs.org Subject Line: Attention: Alexia Wood Re: SJEHS Safety		MAIL: Alexia Wood St. John the Evangelist Homeless Shelter PO Box 1743 Green Bay, WI 54305 Attention: SJEHS Safety Staff	
Job Description			
ROLE AND RESPONSIBILITIES			
<p>Responsibilities for this seasonal, part-time position include providing 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.</p> <ul style="list-style-type: none"> • Responsible to maintain and promote a safe and welcoming shelter environment for all guests, staff and volunteers who walk through the doors • Deescalate potentially threatening situations with a focus on client engagement with programming services • Collaborate with law enforcement 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 in all weather conditions; ensure an accurate knowledge of who and what is in the buildings at all times • 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, promote supervision and 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. • Conduct background checks, searches, data entry and maintain supervision over the shelter's security cameras. Screen for eligibility and appropriateness at the door. 			



QUALIFICATIONS AND EDUCATION REQUIREMENTS

- High School Degree. Safety or security training desirable.
- Recognize signs of potential behavioral problems.
- Good Computer Skills: Internet, MS Word, MS Access and MS Excel
- Accurate and complete recording of data
- Experience working with the following issues: mental health, substance abuse, safety, security, low income and/or homeless populations, and health care

ABILITIES

- Complete specific job duties accurately and effectively
- Provide client advocacy and support
- Demonstrate ability to stay alert and in-tune to potential disruptions and risk of physical altercations within the shelter environment and among guests
- Establish and maintain professional boundaries with guests and coworkers
- Recognize need to take charge of situation as deemed necessary and do so in timely manner
- Alert to potential changes in environment or human behavior at all time
- 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

SKILLS

- Demonstrate ability to progressively anticipate, recognize, and effectively deal with a variety of human behaviors
- Demonstrate ability to verbally defuse negative situations
- Effectively handle altercations or disruptive behavior: notify law enforcement if deemed necessary

PHYSICAL/VISUAL/MENTAL DEMANDS:

Position requires ability to respond effectively to staff, guests, collaborative agencies and volunteers with questions and concerns in areas of responsibility. Various behaviors need to be dealt with effectively. Ability to hear and see the work environment; being alert and able to respond to matters requiring immediate attention including hazards and risks to the shelter guest, staff, volunteers and environment. Must have a good command of the Internet, MS Word, Excel, Access, database software, and office equipment for communication purposes. 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:

Position requires rotating weekend hours and availability on second and third shifts for proper staff coverage. Staff hours are typically 4pm to midnight and midnight until 9am. Minimum of 16 hours/week is required. Minimum coverage of two Holiday shifts is required. Sitting, standing, walking, bending, lifting up to 20 pounds, and climbing stairs are typical. Perimeter checks of building in adverse weather conditions will be necessary. Effectively and appropriately deal with disruptive or aggressive behavior that may occur. "Safety-designated" shirt and shoes or boots with traction to be worn during assigned shift hours. Person in this position will work less than 1,000 hours per calendar year.



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NATURE OF SUPERVISION RECEIVED:

Works under the direct supervision of the Lead staff who in turn works under the direction of the Program Director. Works independently within the authority limits and experience level. Duties require individual initiative to recognize and research shelter needs and problems. Direction from the Lead is to assign and monitor completion of duties, assist in prioritization of tasks, offer assistance, guidance, explain need for any corrective behavior, and train as necessary.

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. Employee is expected to bring major issues to Lead when available and Program Director/Executive 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 for this position.

ADDITIONAL NOTES

None

Reviewed and Approved By:	Alexia Wood	Date:	August 17, 2017
Last Updated By:	Leanne Baeten	Date/Time:	August 17, 2017