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| <b>Job Title:</b>               | Safety Staff                | <b>Supervisor:</b>    | Leanne Baeten, Program Director                             |
| <b>Department/Group:</b>        | Shelter                     | <b>Location:</b>      | 411 St. John Street   |
| <b>Travel Required:</b>         | Minimal                     | <b>Position Type:</b> | Part-Time; Irregular, Seasonal (Oct-May) 4pm-12am, 12am-9am |
| <b>Will Train Applicant(s):</b> | Yes                         | <b>HR Contact:</b>    | Stephanie Kleman, Director of Business                      |
| <b>Date posted:</b>             | Tuesday, September 25, 2018 |                       |   |

**To Apply, send cover letter and resume to:**

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| <p><b>FAX OR E-MAIL:</b><br/>(920) 617-8701 or <a href="mailto:humanresources@sjehs.org">humanresources@sjehs.org</a><br/><b>Subject Line:</b><br/>Attention: Human Resources Re: SJEHS Safety</p> | <p><b>MAIL:</b><br/>Human Resources<br/>St. John the Evangelist Homeless Shelter<br/>PO Box 1743<br/>Green Bay, WI 54305</p> |
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**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 for the safety of guests, staff and volunteers. Secondary focus is as a Support Staff.

- 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 guest engagement with programming services.
- Collaborate with law enforcement when necessary, ensuring a positive and supportive working relationship between key players in critical moments.
- Routinely check internal and external premises of buildings in all weather conditions; ensure an accurate knowledge of who and what is in the buildings throughout shift.
- Serve as a voice of encouragement, a coach and an advocate to individuals needing hope and support in moments of crisis. Greet guests in a spirit of compassion, promote supervision and authority in the spirit of family and community and seek to serve rather than be served. Recognize critical conversations and assertiveness are necessary but should always be conducted in the spirit of helping guests move 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 desired
- Good computer skills (i.e. internet, MS Word, MS Access and MS Excel)
- Experience working with mental health, substance abuse, low income and/or homeless populations

**ABILITIES**

- Complete specific job duties accurately and effectively with close attention to detail
- Provide guest advocacy and support while maintaining professional boundaries



- Stay alert and in-tune to potential disruptions and risk of physical altercations within the shelter environment and among guests
- Proactively take charge of situations and do so in a timely manner
- Communicate corrective behavior needs, actions and consequences to guests in a clear, positive and discreet manner with a focus on desirable behavior
- Anticipate, recognize and effectively deal with a variety of human behaviors; notify law enforcement if deemed necessary
- Verbally defuse negative situations

**PHYSICAL/VISUAL/MENTAL DEMANDS:**

Ability to clearly hear and see the work environment; be awake, alert and able to respond to matters requiring immediate attention including individuals and environment. Ability to effectively monitor, maintain and record information of shelter security systems. Physical access to all areas/levels of facility necessary. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**TYPICAL WORKING CONDITIONS:**

Person(s) in this position will work less than 1,000 hours per calendar year. Evenings/overnight hours, weekdays, weekends and holidays are requirements of the position. Rotating weekend hours, second and third shifts for proper staff coverage. Typical hours are 4pm – midnight and midnight to 9am. Individual must remain awake and alert throughout their shift. Individual is responsible to find coverage if not available to work. Sitting, standing, walking, bending, lifting (up to 20lbs) and climbing stairs are typical. Perimeter checks of building in adverse weather conditions will be necessary.

**NATURE OF SUPERVISION RECEIVED:**

Works under the direct supervision of the Shift Lead who in turn works under the direction of the Program Director. All Safety Staff work under the training and support of the Security Advisor. Works independently within authority limits and experience level. Duties require the 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 help, 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. Expected to take initiative and make decisions based on shelter rules, policies and procedures. Expected to bring major issues to Lead and subsequently the 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**

None.

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|---------------------------|---------------------------------|------------|--------------------|
| Reviewed and Approved By: | Alexia Wood, Executive Director | Date:      | September 28, 2018 |
| Last Updated By:          | Leanne Baeten, Program Director | Date/Time: | 9/26/2018          |