



St. John the Evangelist Homeless Shelter

Job Title:	Support Staff I	Supervisor:	Program Director
Department/Group:	St. John Homeless Shelter, Inc.	Job Code/ Req#:	
Location:	411 St. John Street	Travel Required:	Minimal
Level/Salary Range:	N2	Position Type:	Part-time; Irregular Seasonal (October-May) 5am-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: Support Staff I		MAIL: Alexia Wood St. John the Evangelist Homeless Shelter PO Box 1743 Green Bay, WI 54305 Attention: SJEHS Support Staff I	
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.</p> <ul style="list-style-type: none"> • Provide advocacy and support for shelter guests • Interact effectively with partner agencies to coordinate services, identify, and document services offered and/or provided, and participate in problem solving. • Provide a safe, healthy, and efficient environment in the facility. • Cooperatively work with staff, guests and volunteers. • Assist guests with agency appointments, wake up calls, etc. as needed • Assist Safety Staff with weapon/alcohol/drug checks and monitor throughout shift. • Assist Safety Staff with background checks • Track guest work schedules and compliance with shelter rules. Wake guests as requested. Record incident reports, neighborhood concerns, and guest concerns. • Perform laundry duties, organize bed linen pick-ups, accompany guests outside for cigarette breaks as needed and other duties as assigned by Lead, Program Director and/or Executive Director. • Complete all shelter forms, logs, surveys and records accurately and timely with minimal direction needed. • Staff overflow site when needed. • Monitor medication compliance and record on log. Count medication regularly to assure accuracy. 			



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- Provide input for process and service improvement to Night Shift Lead, Program Director, Executive Director and during staff meetings. “Embrace the mission and vision of the Catholic Diocese of Green Bay and work in accordance with Catholic Social Teachings and the moral and ethical values of the Catholic Church.”
- Perform all duties as assigned by Night Shift Lead, Program Director or Executive Director.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- High School Degree
- Basic Computer Skills: Internet, MS Word, MS Access and MS Excel
- Accurate and complete recording of data
- Experience working with the following issues a plus: mental health, substance abuse, safety, security, low income and/or homeless populations, and health care

ABILITIES

- Complete specific job duties accurately and effectively
- Establish and maintain professional boundaries with guests and coworkers
- 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

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. Must have a good command of the Internet, MS Word, Excel, Access, database software, and 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 requires availability for rotating weekend hours. Staff hours are typically 5am until 9am. Minimum coverage of two Holiday shifts is required. Sitting, standing, walking, bending, lifting up to 20 pounds, and climbing stairs are typical. Person in this position will work less than 1,000 hours per calendar year.

NATURE OF SUPERVISION RECEIVED:

Works under the direct supervision of the Night Shift Lead 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 Night Shift 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:



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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