



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

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

<p><b>FAX OR E-MAIL:</b> (920) 617-8701 (fax) or <a href="mailto:humanresources@sjehs.org">humanresources@sjehs.org</a> <b>Subject Line:</b> Attention: Human Resources Re: SJEHS Support Staff</p>	<p><b>MAIL:</b> Human Resources St. John the Evangelist Homeless Shelter PO Box 1743 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 to provide direction and services to guests, staff and volunteers.

- Provide advocacy and support for shelter guests
- Provide a safe, healthy and efficient environment in the facility
- Notify Lead of office and general supply needs
- Cooperatively work with staff guests and volunteers
- Report significant guest information to Lead, Case Management and other staff as appropriate
- Assist with guest records, agency appointments, wake up calls etc. as needed
- Track guest work schedules, medication(s) and schedules and compliance with shelter rules
- Record incident reports, neighborhood concerns and guest concerns
- Perform laundry duties, accompany guests outside for cigarette breaks, as needed, and other duties as assigned by Lead and Program Director
- Complete all shelter forms, logs, surveys and records accurately and timely with minimal direction needed
- Take initiative to anticipate current upcoming needs and complete duties for efficient functioning of shelter
- Perform all duties as assigned by Lead or Program Director

**QUALIFICATIONS AND EDUCATION REQUIREMENTS**

- High School degree, Associate degree or equivalent preferred
- Excellent computer skills: Internet, MS Word, MS Access and MS Excel
- Experience working with mental health, substance abuse, low income and/or homeless populations

**ABILITIES**

- Strong interpersonal/communication skills with people from diverse backgrounds and with diverse abilities
- Treat all guests, volunteers, co-workers and supervisors with respect and dignity
- Progressively anticipate, recognize and effectively deal with a variety of human behaviors



- Verbally defuse negative situations
- Maintain confidentiality
- Work effectively and cooperatively with others in a positive manner
- Demonstrate a positive attitude
- Complete job duties accurately and effectively
- Provide guest advocacy and support 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

**PHYSICAL/VISUAL/MENTAL DEMANDS:**

Ability to hear and see the work environment; be awake, alert and able to respond to matters requiring immediate attention including individuals and environment. Must effectively monitor, maintain and record information of shelter security system. Physical access to all areas/levels of facility is 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, midnight to 9am, and 5am to 9am. Must remain awake and alert throughout shift. Responsible to find coverage if not available to work. Sitting, standing, walking, bending, lifting (up to 20lbs) and climbing stairs are typical.

**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 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 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 when available and subsequently to 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

Reviewed and Approved By:	Alexia Wood	Date:	<a href="#">Click here to enter a date.</a>
Last Updated By:	Leanne Baeten	Date/Time:	9/26/2018